

Certificate in Supervisory Development (CSD)

SAQA Qualification – National Certificate: Management

NQF Level 3, Qualification ID 83946



MACCAUVLEI

Accredited by the Services SETA – no. 1468

QUALIFICATION PURPOSE

The purpose of this qualification is to build the knowledge and skills required by employees in junior management positions, who have had schooling below NQF level 3. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as junior managers in the South African community and to respond to the challenges of the economic environment and changing world of work.

As a qualification that covers management, it provides a framework for learners to develop competencies that will enable them to become competent junior managers. It introduces some theoretical concepts, requires the application of a limited base of knowledge and requires a well-developed range of skills that will enable learners to be informed workers in their chosen industry. It provides a balanced learning experience that allows flexible access to further education, lifelong learning, higher education and to productive employment in a range of occupational contexts.

QUALIFICATION OUTCOMES

STUDY SCHOOL 1: Junior Management Fundamentals

(Also offered as a stand-alone Skills Programme)

Modules in this Study School include:

- The Business Environment
- Organisational Structures
- Supervisory Roles and Functions
- Business Maths: The Fundamentals

STUDY SCHOOL 2: Team Fundamentals

(Also offered as a stand-alone Skills Programme)

Modules in this Study School include:

- Supervising Teams
- Team Communication
- Business Communication: The Fundamentals

STUDY SCHOOL 3: Business Fundamentals

(Also offered as a stand-alone Skills Programme)

Modules in this Study School include:

- The South African Bill of Rights
- Managing HIV in the Workplace
- Managing Customer Relationships
- Negotiation Skills
- Time Management
- Business Finance: The Fundamentals

WHO SHOULD ATTEND?

This qualification is intended for Team Leaders, new Supervisors and Foreman

DURATION OF TRAINING

3 Study Schools of 5 contact days each spread over a period of 12 months

MACCAUVLEI ENTRY REQUIREMENTS

- NQF Level 2 / Grade 10 Certificate

CERTIFICATION

Learners who successfully complete all portfolios per Study School will be awarded the full Qualification.



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Unit Standard ID	Core Fundamental Elective	Unit Standard Name	NQF Level	Credits
Study School 1 – Junior Management Fundamentals				
242818 (13944)	Elective	Describe the relationship of junior management to other roles	Level 4	5 Credits
14667	Core	Describe and apply the management functions of an organisation	Level 4	10 Credits
242814 (13919)	Core	Identify and explain the core and support functions of an organisation	Level 3	6 Credits
14665	Core	Interpret current affairs related to a specific business sector	Level 3	10 Credits
9010	Fundamental	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2 Credits
9013	Fundamental	Describe, apply and analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 3	4 Credits
9012	Fundamental	Investigate life and work related problems using data and probabilities	Level 3	5 Credits
Study School 2 – Team Fundamentals				
242821 (13917)	Core	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6 Credits
242812 (13911)	Core	Induct a member into a team	Level 3	4 Credits
242819 (13947)	Core	Motivate and Build a Team	Level 4	10 Credits
13912	Core	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5 Credits
242816 (13914)	Core	Conduct a structured meeting	Level 4	5 Credits
242820 (13916)	Core	Maintain records for a team	Level 3	4 Credits
119472 (8968)	Fundamental	Accommodate audience and context needs in oral/signed communication	Level 3	5 Credits
119457 (8969)	Fundamental	Interpret and use information from texts	Level 3	5 Credits
119467 (8973)	Fundamental	Use language and communication in occupational learning programmes	Level 3	5 Credits
119465 (8970)	Fundamental	Write/present/sign texts for a range of communicative contexts	Level 3	5 Credits
Study School 3 – Business Fundamentals				
13915	Core	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	Level 3	4 Credits
120309 (11816)	Elective	Demonstrate knowledge and understanding of the rights and responsibilities of the individual under the South African Constitution	Level 2	2 Credits
252191 (10023)	Elective	Identify internal and external stakeholders	Level 4	4 Credits
246740 (8600)	Elective	Care for Customers	Level 4	3 Credits
13948	Elective	Negotiate an agreement or deal in an authentic work situation	Level 4	5 Credits
242811 (13918)	Core	Manage time and the work process in a business environment	Level 4	5 Credits
7456	Fundamental	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5 Credits