MQA SKILLS PROGRAMME:
Basic generic supervision (NQF 2)

The objective of the programme is to build the knowledge and skills required by employees in team leader positions who have to be further prepared for supervisory positions. It provides a framework that will enable learners to become competent in the foundation of knowing themselves, conducting on the job coaching and basic problem solving.

Learners will learn to:

- Maximise use of their time
- Manage their anger to enhance personal effectiveness
- Apply stress management techniques
- Discuss the rights of an employee within the workplace: Rights with respect to language, safety and culture
- Identify and explain the structures, culture and procedures and concepts within an organisation
- Understand aspects associated with how a business functions such as customers, deadlines, markets, quality, profit, environment
- Reflect on their role within the organisation
- Prepare for one-on-one training on the job
- Conduct one-on-one training on the job training sessions
- Monitor and report on learner progress
- Review one-on-one training on the job training
- Write a memo, simple message, request or instruction

Programme modules
Listed in the suggested order of roll-out

Self and stress management

Unit standard title	U/S ID	NQF Level	Credits
Apply self-management practices	14776	2	8

Introduction to management principles

Unit standard title	U/S ID	NQF Level	Credits
Explain the individual's role within business	12466	2	4
Plan, organise, lead and control activities	244449	2	10

On-the-job coaching

Unit standard title	U/S ID	NQF Level	Credits
Perform on-to-one training on the job	117877	2	4
Apply basic written and oral communication skills	11803	2	10

KEY WORDS

Plan Organise Lead Control Coaching
Personal effectiveness   Stress management

FAST FACTS

11 Days   NQF Aligned
Target Audience: Team leaders, newly appointed / inexperienced supervisors, admin, operators, artisans or miners with the potential to become supervisors. (*B upper – C lower*)