

MQA SKILLS PROGRAMME: Generic management for middle managers in South African Mining and Minerals Sector (NQF 5)



The purpose of this programme is to empower learners with knowledge, skills, attitudes and values to operate confidently as Middle Managers in the South African Mining and Minerals Sector and to respond to the challenges of the economic environment and changing world of work

Learners will learn to:

- Evaluate, promote, and improve team effectiveness
- Apply techniques to promote creativity
- Lead a team through a creative thinking process
- Implement a change management process
- Analyse education, training and development needs
- Compile and manage the implementation of a people development plan
- Value diversity
- Resolve conflict
- Formulate performance standards
- Prepare for a performance review
- Conduct performance review interview
- Select first line manager for specific position
- Plan and coach a first line manager
- Monitor and measure results of coaching sessions
- Develop and apply emotional intelligence skills in interpersonal and intrapersonal relationships
- Develop plan for location of materials during production process.
- Station materials for production flow.
- Establish lot sizes and reorder points.
- Conduct on-site inventory.
- Change logistics and update inventory to respond to production and engineering changes.

Programme modules

Emotionally intelligent leadership

Unit standard title	U/S ID	NQF Level	Credits
Apply the principles and concepts of emotional intelligence to the management of self and others	252031	5	4

Programme modules

Managing workplace relations

Unit standard title	U/S ID	NQF Level	Credits
Manage a diverse work force to add value	252043	5	6
Interpret and manage conflicts within the workplace	114226	5	8

Create team excellence

Unit standard title	U/S ID	NQF Level	Credits
Build teams to achieve goals and objectives	252037	5	6

Promoting innovation

Unit standard title	U/S ID	NQF Level	Credits
Create and manage an environment that promotes innovation	252020	5	6

Change leadership

Unit standard title	U/S ID	NQF Level	Credits
Formulate recommendations for a change process	252021	5	8

Performance management

Unit standard title	U/S ID	NQF Level	Credits
Monitor and evaluate team members against performance standards	252034	5	8

Assessor-on-site (optional, but strongly recommended)

Selecting and coaching first-line managers

Unit standard title	U/S ID	NQF Level	Credits
Select and coach first line managers	252035	5	8

Managing people development and talent

Unit standard title	U/S ID	NQF Level	Credits
Lead people development and talent management	252029	5	8

Managing inventory

Unit standard title	U/S ID	NQF Level	Credits
Manage inventory	9897	5	3

KEY WORDS

Inventory Coaching Talent management
Change Innovation Emotional intelligence
Performance management Diversity
Conflict management

FAST FACTS

Days 19 (excluding 1 Assessor-on-site)
NQF Aligned
Target Audience: Middle managers

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