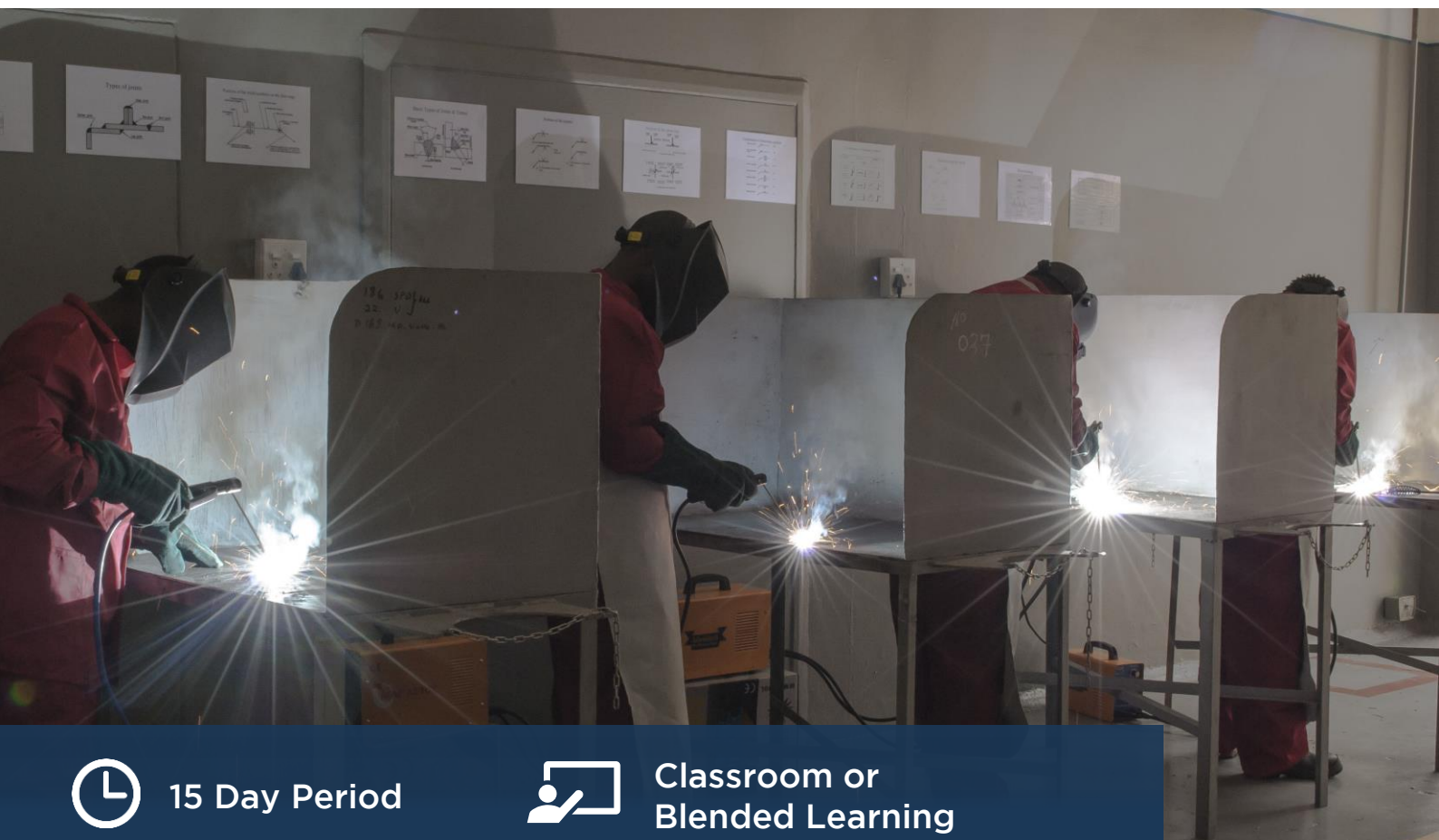




# Supervisory Techniques NQF Level 4



15 Day Period



Classroom or  
Blended Learning



**merSETA**  
MANUFACTURING, ENGINEERING  
AND RELATED SERVICES SETA

The Qualification Certificates are issued by MerSETA



Construction

Developing Businesses, People and  
Communities through **High-Impact Solutions**



### About this Skills Programme

**SAQA Qualification ID:**

SP 0075/06-17

**Minimum Credits:**

27

**NQF Level:**

4

**Duration:**

This Qualification is run over 15 Days.

### Type of course

A credit bearing merSETA registered skills programme offered on a full-time basis over 15 days.

### Purpose of the course

The course is suitable for people who are heading up a work unit or supervising work. Upon completing this course, learners will be able to allocate tasks to individuals, prepare and conduct meetings, deal with conflict in a meeting and to follow up on meetings.

### Course outline

The structure of the course focuses on the skills and knowledge required to supervise using relevant supervisory techniques.

### Entry requirements

Communication and Mathematical Literacy at NQF level 3.

## Course Programme

Unit Standard	Title	NQF Level	Credits
10981	Supervise the work unit to achieve work unit objectives (individuals and teams)	4	12
13914	Conduct a formal meeting	3	3
11473	Manage individuals and team performances	4	8
14609	Participate in the management of conflict	5	4

## Upon successful completion of the course, the learner will be proficient in the following areas:

- Be able to plan, organise and allocate work to an individual or members of a work team.
- Qualifying learners are capable of preparing for a meeting, conducting a meeting and dealing with conflict in a meeting.
- Be able to set performance goals and measures, to formulate development plans and to monitor and evaluate performances.
- Be able to analyse and interpret conflict in their area of operation and contribute towards a conflict resolution/management strategy.

## Assessment method

To monitor progress and effectiveness of learning, continuous assessments (formative) are carried out by way of written tests and practical assignments, throughout the training.

## ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

## GET IN TOUCH



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