

Strategic Management

1. Overview

This programme equips junior managers with essential management competencies to contribute to organisational strategy, understand organisational structures, solve problems effectively, and communicate professionally in written business formats. Participants will develop the skills and knowledge required to operate efficiently within their areas of responsibility while supporting the organisation's strategic direction.

2. Programme Outcomes:

- Explain how their area of responsibility contributes to the overall organisational strategy
- Identify and explain the core and support functions of an organisation
- Solve workplace problems, make decisions, and implement effective solutions
- Write professional business texts using a structured writing process

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

&Programme ID:

PA0096

SAQA US:

242813, 242814, 242817

NQF Level:

4

Credits:

19

Entry Requirements:

Communication & Mathematical Literacy at NQF 3

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(242813 US):** Explain the contribution made by own area of responsibility to the overall organisational strategy
- **(242814 US):** Identify and explain the core and support functions of an organisation
- **(242817 US):** Solve problems, make decisions and implement solutions

4. Topics

Module 1: Contributing to Organisational Strategy

- Understanding organisational strategy and planning
- Components of a strategic plan: mission, vision, values, and objectives
- How departments and teams contribute to strategic outcomes
- Setting team goals aligned to strategy
- Communicating strategic alignment within the team
- Measuring performance and contribution to organisational success

Module 2: Understanding Core and Support Functions of an Organisation

- Organisational structure and design
- Core business functions – production, sales, operations, service delivery
- Support functions – HR, finance, IT, marketing, logistics
- Relationships between departments and their interdependence
- Role of the learner's unit in relation to core business
- Line vs. support functions – key differences and examples
- The flow of information and resources within an organisation

Module 3: Problem Solving and Decision-Making in the Workplace

- Understanding problem-solving in a management context
- Defining and analysing workplace problems
- Data collection and investigation methods
- Creative and logical problem-solving techniques (e.g., root cause analysis, fishbone diagrams)
- Decision-making models and processes
- Implementing solutions – planning and communication
- Monitoring, evaluating, and adjusting solutions
- Team-based decision-making and problem-solving

We trust that the above is in order and look forward to hearing from you for Implementation

Module 4: Business Writing Skills for Managers

- The importance of effective written communication in business
- Understanding audience and purpose
- Types of business texts: emails, memos, reports, proposals, minutes, notices
- The writing process: planning, drafting, editing, proofreading, finalising
- Textual features and conventions of business writing
- Using plain language and professional tone
- Grammar, spelling, and punctuation essentials
- Presenting information clearly (tables, lists, and summaries)
- Rewriting texts for different audiences and formats

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation