

Junior Management Essentials

1. Overview

This programme equips participants with the knowledge and practical skills required to perform effectively as junior managers within an organisation. Participants will develop an understanding of organisational strategy, management structures, business functions, and workplace relationships while gaining the skills to induct new employees, communicate organisational objectives, and contribute to achieving organisational goals. The programme prepares learners to support operational efficiency, employee development, and organisational success through effective leadership and management practices.

2. Programme Outcome:

- Explain the purpose and importance of organisational strategy
- Demonstrate how their area of responsibility contributes to organisational objectives
- Communicate strategic goals effectively to team members
- Distinguish between core and support functions within an organisation
- Explain the relationship between business functions and organisational performance
- Describe the relationship between junior management and other management levels
- Explain how organisational size, ownership, and structure influence management roles
- Prepare for and conduct effective employee induction programmes
- Explain performance management processes and career development opportunities to new employees
- Promote teamwork, employee engagement, and organisational alignment

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0203
SAQA US:	242813, 242814, 242818, 242812
NQF Level:	4
Credits:	20
Entry Requirements:	A qualification at NQF Level 3 or equivalent
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.

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

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

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
- **(242818 US):** Describe the relationship of junior management to other roles
- **(242812 US):** Induct a member into a team

4. Topics

Module 1: Introduction to Organisational Strategy

- Understanding organisational vision, mission, and values
- Strategic planning fundamentals
- Organisational objectives
- Business strategy and operational planning
- The role of junior managers in strategy implementation

Module 2: Aligning Team Objectives with Organisational Strategy

- Understanding departmental responsibilities
- Linking team goals to organisational objectives
- Setting operational priorities
- Monitoring team contributions
- Communicating organisational strategy to employees

Module 3: Core and Support Functions of an Organisation

- Understanding organisational functions
- Core business functions
- Support functions and their importance
- Collaboration between departments
- Value creation within organisations

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

Module 4: Organisational Structures and Management Roles

- Types of organisational structures
- Line and support functions
- Levels of management
- Responsibilities of junior, middle, and senior management
- Reporting relationships and accountability

Module 5: Leadership and Workplace Relationships

- Building effective working relationships
- Communication between management levels
- Team collaboration
- Managing stakeholder relationships
- Professional workplace behaviour

Module 6: Employee Induction and Onboarding

- Preparing for employee induction
- Welcoming and integrating new employees
- Introducing organisational policies and procedures
- Explaining workplace expectations
- Supporting employee adjustment

Module 7: Performance Management and Employee Development

- Performance management principles
- Monitoring employee performance
- Providing feedback and coaching
- Career development opportunities
- Supporting employee growth and succession planning

Module 8: Communication and Team Leadership

- Effective workplace communication
- Motivating and engaging teams
- Delegation techniques
- Managing workplace challenges
- Conflict resolution
- Building high-performing teams

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Module 9: Integrating Strategy, Leadership and Team Development

- Supporting organisational performance
- Aligning people with organisational goals
- Continuous improvement and operational excellence
- Leading change within teams
- Best practices in junior management
- Developing an individual leadership action plan

5. Target Market

This programme is suitable for:

- Junior Managers
- Supervisors
- Team Leaders
- Shift Leaders
- Departmental Coordinators
- Administrative Supervisors
- Operations Supervisors
- Customer Service Supervisors
- Project Team Leaders
- Human Resource Assistants
- First-Line Managers
- Employees preparing for promotion into supervisory or management positions

6. 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.

7. 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.

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