

PRINCIPLES OF MANAGEMENT

DESCRIPTION	UNIT STANDARD	UNIT STANDARD TITLE	LEARNING OUTCOMES	DURATION (DAYS)	NQF LEVEL	CREDIT
PROBLEM RESOLUTION	242902	Demonstrate an ability to apply the principles of problem identification, analysis and decision-making within immediate work context	Demonstrate an ability to locate problems within an organisation	2	4	6
			Demonstrate an ability to perceive problem-solving as a process and manage problem-solving objectively.			
			Identify levels of authority and protocols relating to the resolution of problems.			
			Engage in decision-making in order to resolve problems and generate new ideas and solutions in order to contribute towards overall organisational objectives.			
CHANGE MANAGEMENT	115407	Apply the principles of change management in the workplace	Identify and apply the principles of risk management to problem analysis and decision-making.	2	5	10
			Explain why change management is an important process for organisations to achieve trading results.			
			Identify examples of planned change and reactive change in an organisation.			
			Describe a model for effective change management and its management.			
CUSTOMER SERVICE 1	114974	Apply the basic skills of customer service	Identify reasons for resistance to change and indicate ways to overcome them.	1	2	2
			Identify the risks inherent in any change management programme and indicate ways to manage them.			
			Explaining customer service			
			Engaging in an interaction with a customer			
CUSTOMER SERVICE 2	242901	Apply the principles of good customer service to achieve public sector objectives	Demonstrating communication skills in responding to a customer.	2	4	6
			Processing a query in order to respond to a customer need			
			Identify customer needs.			
			Differentiating between good and bad service.			
			Identifying one's role in the service delivery chain.			
Implement improvements that contribute to the achievement of overall organisational objectives						
Recognise and apply the principles of Batho Pele in servicing customers.						
Demonstrate an ability to deal with difficult customers.						

CUSTOMER SERVICE 3	10079	Measure and analyse customer service levels	Identify factors, which influence customer service and perceptions	2	6	12
			Design methodologies to measure factors and perceptions of customer service			
			Implement customer service measurement processes and collect data			
			Analyse measurement results of customer service levels			
CUSTOMER SERVICE 4	10080	Formulate, design and implement customer service	Develop and implement an action plan to achieve desired service levels	2	6	8
			Monitor progress and effectiveness of action plans implemented			
CUSTOMER ENQUIRIES	242864	Answer customer enquiries by mail, facsimile, and e-mail in a wide range of public sector contexts	Identify customers enquiry needs and expectations.	1	3	4
			Analyse customers enquiry needs and expectations, and identify options to meet them.			
			Write send/dispatch reply by mail, facsimile, and/or e-mail using appropriate method or technology.			
			Complete documentation and follow-up procedures.			
BEST PRACTICES	15215	Identify and interpret best practice guidelines , and plan for and implement BEST PRACTICE within the team , department or division	Identify Best Practice guidelines	1	5	4
			Analyse current operating practices against identified Best Practices.			
			Draw up plan for implementing Best Practice			
			Implement Best Practice.			