



Level 4 Supervisory Qualification

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**PIVOT** is a learning programme that provides supervisors with practical skills, as well as a national management qualification. Assessment is integrated into the process, making it easier for supervisors to build the required portfolios of evidence.

**PIVOT** also opens funding and BBBEE opportunities for the employer making it a mutually beneficial process.

**PIVOT** offers workplace engagement sessions and unlimited telephonic support to ensure that learning outcomes and workplace results are realised.

**Title:** Further Education and Training Certificate:

Generic Management (PIVOT Level 4)

**Qualification ID:** SAQA 57712 (LP 74630)

**NQF Level:** 4

**NQF Credits:** 152

**Duration:**

- One year
- 14 contact training days
- Evidence collection 42 weeks

**Dates:** Request registration form

**Fee:** Request a quote

**Venue:** Refer to registration form

### Learner, Manager & Mentor Orientation

**Phase 1:** 2 days Training  
Strategy and Value Chain

**Phase 2:** 3 days Training  
Communication in the Workplace

**Phase 3:** 2 days Training  
Developing your Team

**Phase 4:** 2 days Training  
The Leader's Role in Managing Performance

**Phase 5:** 3 days Training  
Finance for Non-Financial Managers

**Phase 6:** 2 days Training  
Leadership and Motivation

### OUTCOMES

- Clarifying your work role and team contribution
- Understanding the value chain
- Implementing your organisation's strategy in your own department
- Benchmarking best-practice supervisory skills
- Customer service
- Stakeholder engagement
- Verbal communication and meeting skills
- Business writing skills
- Handling conflict
- Inducting new team members
- Developing your team
- Managing records and systems
- Manage your time and work priorities
- Set and meet team performance goals
- Problem-solving and solutions thinking
- Budgeting
- Financial basics for work and life
- Practical statistics and numeracy skills
- Leadership and motivation skills

### DRIVEN BY DYNA'S ADVANCED BLENDED LEARNING METHODOLOGY

#### Learner entry requirements

Learners should have a minimum entry level of Grade 11/Standard 9/NQF Level 3 with maths (50% pass)/maths lit (60% pass)  
OR complete a pre-training assessment to determine entry level.

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Tel: 021 447 6547 | Web: [www.dyna-training.co.za](http://www.dyna-training.co.za) | email: [info@dyna-training.co.za](mailto:info@dyna-training.co.za)

