

# NATIONAL DIPLOMA: MANAGEMENT SERVICES

Qualification code: NDMS98 - NQF Level 6

Campus where offered: Pretoria Campus

## Important notification to new applicants:

Students who intend to enrol for this qualification for the first time in 2017 or thereafter, should note that it will not be possible to continue with any Baccalaureus Technologiae as from 2020, since it is being replaced by qualifications aligned with the newly-implemented Higher Education Qualification Sub-Framework. Potential students are advised to consult the University's website for any new qualifications which might not be published in this Prospectus.

## REMARKS

a. *Admission requirement(s) and selection criteria:*

• **FOR APPLICANTS WHO OBTAINED A SENIOR CERTIFICATE BEFORE 2008:**

**Admission requirement(s):**

A Senior Certificate or an equivalent qualification.

**Selection criteria:**

Applicants must undergo a TUT potential assessment.

• **FOR APPLICANTS WHO OBTAINED A NATIONAL SENIOR CERTIFICATE IN OR AFTER 2008:**

**Admission requirement(s):**

A National Senior Certificate with a bachelor's degree or a diploma endorsement, or an equivalent qualification with an achievement level of at least 3 for English (home language or first additional language) and 3 for Mathematics or 5 for Mathematical Literacy.

**Selection criteria:**

To be considered for this qualification, applicants must have an Admission Point Score (APS) of at least 20.

**Assessment procedures:**

Applicants with a final APS of 24 and more will be admitted to the programme. Applicants with a score of 20 to 23 will be required to do the TUT potential assessment.

• **FOR APPLICANTS WITH A NATIONAL CERTIFICATE (VOCATIONAL):**

**Admission requirement(s):**

A National Certificate (Vocational) with at least 50% for English (home language or first additional language) and 50% for Mathematics or Mathematical Literacy, 50% for Life Orientation (excluded for APS calculation), 60% for any other three compulsory vocational subjects and 50% for the fourth subject.

The certificate must be in any of the following fields: management, marketing, hospitality, tourism, office administration, information technology, computer science, finance, economics or accounting.

**Selection criteria:**

To be considered for this qualification, applicants must have an Admission Point Score (APS) of at least 27.



- b. *Minimum duration:*  
Three years.
- c. *Presentation:*  
Day classes. The subject Organisational Effectiveness III is offered in the form of evening classes.
- d. *Intake for the qualification:*  
January only.
- e. *Management Services Practice (work-integrated learning):*  
See Chapter 5 of Students' Rules and Regulations.
- f. *Exclusion and readmission:*  
See Chapter 2 of Students' Rules and Regulations.
- g. *Recognition of Prior Learning (RPL), equivalence and status:*  
See Chapter 30 of Students' Rules and Regulations.
- h. *Practical work:*  
Practical assignments form an integral part of the qualification.
- i. *Subject credits:*  
Subject credits are shown in brackets after each subject.

## CURRICULUM

### FIRST YEAR

CODE	SUBJECT	CREDIT	PREREQUISITE SUBJECT(S)
BMN120T	Business Management I	(0,200)	
ENG120T	English (A level)	(0,200)	
OEF150T	Organisational Effectiveness I	(0,200)	
QTQ100T	Quantitative Techniques I	(0,200)	
TOTAL CREDITS FOR THE FIRST YEAR:		<b>0,800</b>	

### SECOND YEAR

CODE	SUBJECT	CREDIT	PREREQUISITE SUBJECT(S)
BMN230T	Business Management II	(0,200)	Business Management I
CAE100T	Costing and Estimating	(0,200)	
OEF240T	Organisational Effectiveness II	(0,200)	Organisational Effectiveness I
ORS310B	Operational Research	(0,200)	Quantitative Techniques I

#### FIRST SEMESTER

EUC10AT	End-User Computing IA	(0,100)
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#### SECOND SEMESTER

EUC10BT	End-User Computing IB	(0,100)
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TOTAL CREDITS FOR THE SECOND YEAR:		<b>1,000</b>
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### THIRD YEAR

CODE	SUBJECT	CREDIT	PREREQUISITE SUBJECT(S)
BMN330T	Business Management III	(0,250)	Business Management II
LLA100T	Labour Law	(0,250)	
DEF320T	Organisational Effectiveness III	(0,250)	Organisational Effectiveness II

#### FIRST SEMESTER

MSP30AT	Management Services Practice A	(0,125)
SAD20AT	System Analysis and Design A	(0,100)

#### SECOND SEMESTER

MSP30BT	Management Services Practice B	(0,125)
SAD20BT	System Analysis and Design B	(0,100)

TOTAL CREDITS FOR THE THIRD YEAR: **1,200**

TOTAL CREDITS FOR THE QUALIFICATION: **3,000**

### SUBJECT/MODULE INFORMATION (OVERVIEW OF SYLLABUS)

The syllabus content is subject to change to accommodate industry changes. Please note that a more detailed syllabus is available at the Department or in the study guide that is applicable to a particular subject/module. On 13 September 2017, the syllabus content was defined as follows:

#### B

**BUSINESS MANAGEMENT I (BMN120T) 1 X 3-HOUR PAPER**  
(Subject custodian: Department of Management and Entrepreneurship)

A focus on the different management functions of business organisations in the South African environment. It describes how managers should manage resources and activities in such a way that organisations can operate as profitably as possible. (Total tuition time: not available)

**BUSINESS MANAGEMENT II (BMN230T) 1 X 3-HOUR PAPER**  
(Subject custodian: Department of Management and Entrepreneurship)

The financial and operations functions are dealt with comprehensively. Financial Management offers students insight into finance theory and practice with emphasis on financial decision making which will increase the value of the business organisation. Financing decisions of investment, financing and working capital management are dealt with. Operations management gives an overview of the activities of the operations function in the manufacturing and services sectors. (Total tuition time: ± 60 hours)

**BUSINESS MANAGEMENT III (BMN330T) 1 X 3-HOUR PAPER**  
(Subject custodian: Department of Management and Entrepreneurship)

Students acquire a basic knowledge of the principles of marketing management and in-depth study of general management. (Total tuition time: ± 60 hours)

#### C

**COSTING AND ESTIMATING (CAE100T) 1 X 3-HOUR PAPER**  
(Subject custodian: Department of Managerial Accounting and Finance)

The basic methods and some selected techniques of cost accounting for application in the business environment. Cost elements, material costs, labour costs and overheads, job costing and manufacturing statements. The basic methods to calculate the profitability of a manufacturing concern, depreciation of assets, process costing, standard costing, cost-volume-profit analysis and budgets. (Total tuition time: not available)



**E****ENGLISH (A LEVEL) (ENG120T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Applied Languages)**

Language acts of the individual (interpretation and analysis of messages, construction of effective messages, improving personal style, oral and body language, questioning and answering techniques). Theory, methods and principles of communication (defining communication and language dynamics, relationship between speaker and listener, principles of effective communication in business, style, register and language techniques, verbal and non-verbal communication, appeal and persuasion). Language acts in industry (communication structures, formulating messages for various purposes and selecting appropriate media, language in problem-solving and decision-making, group communication: written and oral, client and customer relations: written and oral messages, language and media). Language acts in the larger group and society (language and media, intercultural communication, visual codes, graphics and statistics, stereotypes in society, public communication). (Total tuition time: ± 90 hours)

**END-USER COMPUTING IA (EUC10AT)****CONTINUOUS ASSESSMENT****(Subject custodian: End User Computing Unit)**

Students have to acquire theoretical knowledge (computing fundamentals) and practical skills as end-users in operating systems and MS Office Suite applications (MS Word, MS Excel and MS PowerPoint) on an introductory level. Students will do online and computer-based tests. The modules are mapped with SAQA and IC3 Essential Skills for Digital Literacy (international certification). (Total tuition time: ± 40 hours)

**END-USER COMPUTING IB (EUC10BT)****CONTINUOUS ASSESSMENT****(Subject custodian: End User Computing Unit)**

Students have to acquire practical skills as end-users in MS Office Suite applications (MS Excel Intermediate and MS Access Essentials), graphic design and dealing with the Internet, networks and how to search for information. Students will do online and computer-based tests. The modules are mapped with SAQA and IC3 Essential Skills for Digital Literacy (international certification). (Total tuition time: ± 30 hours)

**L****LABOUR LAW (LLA100T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Law)**

Introduction to Law. Common Law. Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997), the Employment Equity Act, 1998 (Act No. 55 of 1998), Unemployment Insurance Act, 2001 (Act No. 63 of 2001), Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 13 of 1993), Occupational Health and Safety Act, 1993 (Act No. 85 of 1993); and the Skills Development Act, 1998 (Act No. 97 of 1998). A detailed discussion on the Labour Relations which includes freedom of association, organisational rights, collective bargaining overview of dispute resolution, dismissals and strikes. (Total tuition time: ± 60 hours)

**M****MANAGEMENT SERVICES PRACTICE A (MSP30AT)****1 X 3-HOUR PAPER****(Subject custodian: Department of Operations Management)**

Project management, computer application, productivity accounting and practical projects. (Total tuition time: ± 48 hours)

**MANAGEMENT SERVICES PRACTICE B (MSP30BT)****WORK-INTEGRATED LEARNING****(Subject custodian: Department of Operations Management)**

Industry-related training as determined by commerce, industry and the University. (No formal tuition)

**O****OPERATIONAL RESEARCH (ORS310B)****1 X 3-HOUR PAPER****(Subject custodian: Department of Operations Management)**

Linear programming, distribution and assignment problems and network models. Project scheduling, decision theory forecasting queuing models, simulation, inventory control, game theory and simplex method. Practical applications in a management sciences package. (Total tuition time: ± 96 hours)



**ORGANISATIONAL EFFECTIVENESS I (OEF150T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Operations Management)**

An introduction to the concepts of productivity and work study is given as well as why work study is a valuable tool to management. Method study is presented in detail according to the SREDEDIM steps. Various methods of recording information are discussed and practiced via case studies. The questioning technique is used to design the proposed procedure and workplace layout. After the proposed procedure and workplace layout is designed, time studies, as one of the work quantification techniques, are taught to enable the student to measure the time for the proposed procedure. The student is taught to determine a standard time for procedures and processes. This enables the student to determine savings in terms of time and cost. (Total tuition time: ± 96 hours)

**ORGANISATIONAL EFFECTIVENESS II (OEF240T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Operations Management)**

Work quantification techniques such as activity sampling, predetermined motion time systems, standard data, and self-recording techniques form part of this subject. Productivity improvement, the implementation of Incentive schemes and planning and control is discussed. The student will be able to calculate different performance ratios and the Objective Matrix as a tool to improve performance is highlighted (Total tuition time: ± 96 hours)

**ORGANISATIONAL EFFECTIVENESS III (OEF320T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Operations Management)**

The role and place of management services, management services as a consultancy service, the use of computers in management services, ergonomics, related techniques to management services. Organisation goals and objectives, organisation structure and systems, approach to an organisation's functional analysis, new forms of work organisation and job design, remuneration. (Total tuition time: ± 96 hours)

**Q****QUANTITATIVE TECHNIQUES I (QTQ100T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Mathematics and Statistics)**

Introduction to statistics and sampling methods, organisation and description of data using tables and graphs, measures of location and dispersion, basic probability, probability distributions (binomial, poisson, normal), Introduction to sampling distributions (means and proportions), confidence intervals, hypothesis testing, Chi-squared tests, regression and correlation analysis, time series analysis, index numbers, elementary interest calculations. (Total tuition time: ± 100 hours)

**S****SYSTEM ANALYSIS AND DESIGN A (SAD20AT)****1 X 3-HOUR PAPER****SYSTEM ANALYSIS AND DESIGN B (SAD20BT)****1 X 3-HOUR PAPER****(Subject custodian: Department of Computer Science)**

System analysis and design, concepts, support and techniques. System development life cycle and methodologies, data flow diagrams, data modelling and data dictionary. Database and file design. User interfaces, implementation and system evaluation. Study of different abilities: project management, communication, cost benefits and analysis. (Total tuition time: ± 70 hours)

