

## ADVANCED DIPLOMA IN MANAGEMENT SERVICES

Qualification code: ADMS21 - NQF Level 7 (120 credits)

SAQA ID: 111433, CHE NUMBER: H/H16/E124CAN

Campus where offered:

Pretoria Campus

### REMARKS

- a. *Admission requirement(s):*  
A Diploma **or** National Diploma in Management Services **or** a relevant bachelor's degree, **or** any other equivalent qualification at NQF 6 with a minimum 360 credits.
- b. *Selection criteria:*  
Admission is subject to selection. All applicants received by the published due date will be evaluated and ranked according to the average achieved for all third-year subjects. Only the top performing applicants will be selected as per Departmental Student Enrolment Plan (SEP). Selection will be done in January and results will be published on departmental notice boards and communicated to applicants per e-mail.
- c. *Recognition of Prior Learning (RPL), equivalence and status:*  
See Chapter 30 of Students' Rules and Regulations.
- d. *Intake for the qualification:*  
January only.
- e. *Presentation:*  
Evening classes.
- f. *Minimum duration:*  
One year.
- g. *Exclusion and readmission:*  
See Chapter 2 of Students' Rules and Regulations.

### CURRICULUM

#### YEAR MODULES

CODE	MODULE	NQF-L	CREDIT
OEF107V	Organisational Effectiveness IV	(7)	(30)
QMM107V	Quality Management for Management Services IV	(7)	(30)
RMN107V	Research Methodology IV	(7)	(30)
SMS107V	Strategic Management for Management Services IV	(7)	(30)
TOTAL CREDITS FOR THE QUALIFICATION:			<b>120</b>



## 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 module. At time of publication, the syllabus content was defined as follows:

### O

#### **ORGANISATIONAL EFFECTIVENESS IV (OEF107V)**

**1 X 3-HOUR PAPER**

*(Module custodian: Department of Operations Management)*

The purpose of this module is to equip students with competence to manage a Management Services unit and conduct high level investigations into organisational effectiveness problems. At completion of the module, students will be able to: Identify and explore organisational effectiveness problems; gather and analyse data relating to the problems; select appropriate methodologies for solving such problems; synthesise potential solutions, and; evaluate and select feasible solutions to the problems. (Total tuition time: ± 90 hours)

### Q

#### **QUALITY MANAGEMENT FOR MANAGEMENT SERVICES IV (QMM107V)**

**1 X 3-HOUR PAPER**

*(Module custodian: Department of Operations Management)*

The purpose of this module is to equip students with the competence to integrate quality assurance principles and processes with other strategic management principles in the field of management services. On completion of this module, students will demonstrate knowledge of, and the ability to conform to applicable International Organization for Standardization (ISO) requirements in the implementation of the principles of quality and to apply the process approach to the quality loop. In addition, students will be able to apply statistical quality techniques, the principles of performance excellence in quality systems, and will demonstrate an understanding of, and the ability to apply Total Quality Management (TQM) techniques in organisational, national and international contexts. (Total tuition time: ± 90 hours)

### R

#### **RESEARCH METHODOLOGY IV (RMN107V)**

**1 X 3-HOUR PAPER**

*(Module custodian: Department of Operations Management)*

The purpose of this module is to introduce students to scientific research literature, principal qualitative and quantitative scientific research designs, as well as research ethics. This module lays the strategic foundation for selecting appropriate scientific research designs in adherence to ethical research principles, satisfying problem statement requirements and the purpose of the intended research. (Total tuition time: ± 90 hours)

### S

#### **STRATEGIC MANAGEMENT FOR MANAGEMENT SERVICES IV (SMS107V)**

**1 X 3-HOUR PAPER**

*(Module custodian: Department of Operations Management)*

The purpose of this module is to provide students with competence of strategic management in the context of various industries. Students will acquire specific skills and knowledge in the following areas: an ability to analyse firms in different industries, recommend objective strategic decisions for companies, and justify those decisions through oral or written communication as well as the ability to specify how those strategies could best be implemented. An ability to formulate, implement and evaluate new strategies, covering the whole spectrum of business, including finance, marketing, management, management information systems, production operations, economics, and statistics. A Management Services Practitioner needs to be able to direct an organisation strategically. If the organisation is placed strategically, it can deliver a quality product or service. (Total tuition time: ± 90 hours)

