

## DIPLOMA IN MANAGEMENT SERVICES

Dip (Management Services) - NQF Level 6 (360 credits)

**Qualification code: DPMS19**

SAQA ID: 100967, CHE NUMBER: H16/14320/HEQSF

Campus where offered:

Pretoria Campus

### REMARKS

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

Acceptance is subject to available capacity according to the Student Enrolment Plan (SEP). Once a programme is full, a waiting list will be in place to provide an opportunity for applicants to fill places of those who did not register on time. Applicants will be informed of their status per official letter from the Office of the Registrar, alternatively, they can check their application status on the TUT website, [www.tut.ac.za](http://www.tut.ac.za).

• **APPLICANTS WITH A SENIOR CERTIFICATE OBTAINED BEFORE 2008:**

**Admission requirement(s):**

A Senior Certificate or an equivalent qualification.

**Selection criteria:**

Prospective students are assessed by means of a formula for academic merit, based on scholastic performance. Formula for academic merit:

| SYMBOL | HG | SG |
|--------|----|----|
| A      | 5  | 4  |
| B      | 4  | 3  |
| C      | 3  | 2  |
| D      | 2  | 1  |
| E      | 1  | 0  |

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

- Applicants with a score of 24 according to the formula for academic merit will be considered for admission.
- Applicants with a score of 20 to 23 according to the formula for academic merit will be kept on a waiting list from which the applicants with the highest scores will be selected.

• **APPLICANTS WITH A NATIONAL SENIOR CERTIFICATE OBTAINED 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 Technical 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 procedure(s):**

- Applicants with a score of 24 will be considered for admission.
- Applicants with a score of 20 - 23 will be kept on a waiting list from which the applicants with the highest APS will be selected.



- **APPLICANTS WITH A NATIONAL CERTIFICATE (VOCATIONAL) AT NQF LEVEL 4:**

**Admission requirement(s):**

A National Certificate (Vocational) at NQF Level 4 with a bachelor's degree or a diploma endorsement, with at least 50% for English (home language or first additional language), and 40% for Mathematics or 60% for Mathematical Literacy, and 40% for Life Orientation (excluded for APS calculation), and 50% for any other three compulsory vocational subjects.

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

**Selection criteria:**

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

**Assessment procedure(s):**

- Applicants with a score of 24 will be considered for admission.
- Applicants with a score of 20 - 23 will be kept on a waiting list from which the applicants with the highest APS will be selected.

b. *Recognition of Prior Learning (RPL), equivalence and status:*  
See Chapter 30 of Students' Rules and Regulations.

c. *Intake for the qualification:*  
January only.

d. *Presentation:*  
Day classes. The module Organisational Effectiveness III is offered in the form of evening classes.

e. *Minimum duration:*  
Three years.

f. *Exclusion and readmission:*  
See Chapter 2 of Students' Rules and Regulations.

g. *WIL in Management Service:*  
See Chapter 5 of Students' Rules and Regulations.

**CURRICULUM**

**FIRST YEAR**

| CODE    | MODULE                                   | NQF-L | CREDIT | PREREQUISITE MODULE(S) |
|---------|--|-------|--------|------------------------|
| BSM105D | Business Management I                    | (5)   | (24)   |                        |
| INI125D | Information Literacy I<br>(block module) | (5)   | (2)    |                        |
| LFI125X | Life Skills I (block module)             | (5)   | (2)    |                        |
| OEF105D | Organisational Effectiveness I           | (5)   | (24)   |                        |
| QTS105D | Quantitative Techniques                  | (5)   | (24)   |                        |

**FIRST SEMESTER**

|         |                                     |     |      |  |
|---------|-------------------------------------|-----|------|--|
| CAP115X | Communication for Academic Purposes | (5) | (10) |  |
| CPL115X | Computer Literacy                   | (5) | (10) |  |



## SECOND SEMESTER

|                                   |   |     |            |                                     |
|-----------------------------------|---|-----|------------|-------------------------------------|
| COP216X                           | Communication for Occupational Purposes | (6) | (8)        | Communication for Academic Purposes |
| CPL215X                           | Computer Literacy II                    | (5) | (12)       | Computer Literacy                   |
| TOTAL CREDITS FOR THE FIRST YEAR: |   |     | <b>116</b> |                                     |

## SECOND YEAR

| CODE                               | MODULE                          | NQF-L | CREDIT     | PREREQUISITE MODULE(S)         |
|------------------------------------|---------------------------------|-------|------------|--------------------------------|
| BSM206D                            | Business Management II          | (6)   | (24)       | Business Management I          |
| CSE206D                            | Costing and Estimating          | (6)   | (24)       |                                |
| LLW206D                            | Labour Law                      | (6)   | (24)       |                                |
| OEF206D                            | Organisational Effectiveness II | (6)   | (24)       | Organisational Effectiveness I |
| ORE206D                            | Operational Research            | (6)   | (24)       | Quantitative Techniques        |
| TOTAL CREDITS FOR THE SECOND YEAR: |                                 |       | <b>120</b> |                                |

## THIRD YEAR

| CODE                                 | MODULE  | NQF-L | CREDIT     | PREREQUISITE MODULE(S)          |
|--------------------------------------|---|-------|------------|---------------------------------|
| BSM306D                              | Business Management III                               | (6)   | (24)       | Business Management II          |
| MNS306D                              | Management Service Practice                           | (6)   | (24)       |                                 |
| MNX326D                              | WIL in Management Service (block module)              | (6)   | (22)       |                                 |
| OEF306D                              | Organisational Effectiveness III                      | (6)   | (30)       | Organisational Effectiveness II |
| SSA316D                              | System Analysis and Design A (first-semester module)  | (6)   | (12)       |                                 |
| SSB316D                              | System Analysis and Design B (second-semester module) | (6)   | (12)       |                                 |
| TOTAL CREDITS FOR THE THIRD YEAR:    |   |       | <b>124</b> |                                 |
| TOTAL CREDITS FOR THE QUALIFICATION: |   |       | <b>360</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:

### B

#### **BUSINESS MANAGEMENT I (BSM105D)**

**1 X 3-HOUR PAPER**

*(Module 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 notional time: 240 hours)

#### **BUSINESS MANAGEMENT II (BSM206D)**

**1 X 3-HOUR PAPER**

*(Module 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 notional time: 240 hours)



**BUSINESS MANAGEMENT III (BSM306D)****1 X 3-HOUR PAPER*****(Module custodian: Department of Management and Entrepreneurship)***

Students acquire skills to apply management functions, develop a broad understanding of business and management concepts. It relates to theoretical models that can be applied in a workplace such as change management, strategy and diversity management. The marketing management component provides students with advanced knowledge in areas such as applied principles in marketing and research, product development, design of the marketing plan, environmental analysis, creativity and innovation. (Total notional time: 240 hours)

**C****COMMUNICATION FOR ACADEMIC PURPOSES (CAP115X)****1 X 3-HOUR PAPER*****(Module custodian: Department of Applied Languages)***

A workable knowledge of English is an essential skill for any graduate who is required to conduct themselves successfully in a professional working environment. This module will equip students with the competencies required to compose a selection of written texts related to communicating both internally and externally within a professional environment. In addition, the module includes strategies that are essential for the effective communication in various situations, including small groups to avoid unproductive conflict, a multicultural context, etc. (Total notional time: 100 hours)

**COMMUNICATION FOR OCCUPATIONAL PURPOSES (COP216X)****1 X 3-HOUR PAPER*****(Module custodian: Department of Applied Languages)***

The module is designed to provide students with the skills necessary to engage meaningfully with English in both academic and professional environments. It aims to develop the students' note taking and reading skills, as well as writing skills by exposing them to a selection of written texts related to a specific field of study. On completion, students will have an understanding of the writing process and be able to plan, draft, revise and edit work for clarity, coherence, style and appropriateness. (Total notional time: 80 hours)

**COMPUTER LITERACY (CPL115X)****CONTINUOUS ASSESSMENT*****(Module custodian: End User Computing Unit)***

Provides foundational knowledge in computing fundamentals, essential digital skills in key applications based on MS Office Suite and network basics (i.e. MS Outlook and Internet). Online exams are mapped with End-User Computing: SAQA 49077 (61591) Core Element as well as Internet and Computing Core Certification (IC3). (Total notional time: 100 hours)

**COMPUTER LITERACY II (CPL215X)****CONTINUOUS ASSESSMENT*****(Module custodian: End User Computing Unit)***

This module builds on the ability to improve application of logical statements, mathematical, arithmetic and business calculations using advanced spreadsheet functions and formulas. It enables students to integrate various skills at an advanced level, acquired from different applications to address the business needs. Students will do online exams that are mapped with End-User Computing: SAQA 49077 (61591) Core Element. (Total notional time: 120 hours)

**COSTING AND ESTIMATING (CSE206D)****1 X 3-HOUR PAPER*****(Module custodian: Department of Finance and Investment)***

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 notional time: 240 hours)

**I****INFORMATION LITERACY I (INI125D)****CONTINUOUS ASSESSMENT*****(Module custodian: Directorate of Library and Information Services)***

Introduction of information literacy. Development of a search strategy and application of a search string to search engines and academic databases. Evaluation of information sources. Ethical and legal use of information. (Total notional time: 20 hours)



**L****LABOUR LAW (LLW206D)****1 X 3-HOUR PAPER****(Module 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 notional time: 240 hours)

**LIFE SKILLS I (LF1125X)****CONTINUOUS ASSESSMENT****(Module custodian: Directorate of Student Development and Support)**

Personal, socio-emotional and academic skills development for students in higher education. This module includes 1. Intra- and interpersonal skills (e.g. emotional intelligence, relationships, and conflict management); 2. General study skills (e.g. time management, goal setting, learning styles); 3. Health and wellness (e.g. HIV/AIDS, GBV issues, substance abuse); 4. Student life and adjustment (e.g. identity development, adjusting to a higher education environment); and 5. Financial management. (Total notional time: 20 hours)

**M****MANAGEMENT SERVICE PRACTICE (MNS306D)****1 X 3-HOUR PAPER****(Module custodian: Department of Operations Management)**

To equip students with basic project management as well as productivity accounting calculation skills, tools and techniques. (Total notional time: 240 hours)

**O****OPERATIONAL RESEARCH (ORE206D)****1 X 3-HOUR PAPER****(Module custodian: Department of Operations Management)**

Fundamentals of decision theory. Decision trees and utility theory. Marginal analysis and the normal distribution. Game theory. Introduction to linear programming (LP) problems. Formulation of LP problems. Graphic solution of LP problems. Simplex method. Transportation and assignment. Network analysis. Queuing theory. (Total notional time: 240 hours)

**ORGANISATIONAL EFFECTIVENESS I (OEF105D)****1 X 3-HOUR PAPER****(Module 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 notional time: 240 hours)

**ORGANISATIONAL EFFECTIVENESS II (OEF206D)****1 X 3-HOUR PAPER****(Module 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 module. 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 notional time: 240 hours)

**ORGANISATIONAL EFFECTIVENESS III (OEF306D)****1 X 3-HOUR PAPER****(Module 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 notional time: 300 hours)



**Q****QUANTITATIVE TECHNIQUES (QTS105D)****1 X 3-HOUR PAPER****(Module 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 notional time: 240 hours)

**S****SYSTEM ANALYSIS AND DESIGN A (SSA316D)****1 X 3-HOUR PAPER****SYSTEM ANALYSIS AND DESIGN B (SSB316D)****1 X 3-HOUR PAPER****(Module 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 notional time: 120 hours)

**W****WIL IN MANAGEMENT SERVICE (MNX326D)****WORK-INTEGRATED LEARNING****(Module custodian: Department of Operations Management)**

To enable students to be placed in real life situations where they practically learn the skills and apply the focused knowledge learned in their contact lessons. The programme also includes simulated learning and practical work, which are performed in a selected organisation. The workplace environment and its applications are connected successfully with work study tools and concepts. (Total notional time: 220 hours)

