

QQI Level 6 Supervisory Management (6N4329)

On-line Learning through Zoom

10 week afternoon course

Commencing Wednesday 7th October 2020 (2pm-4.30pm)

Dates of Classes: 7th, 14th, 21st, 28th Oct, 4th, 11th, 18th, 25th Nov, 2nd, 9th December 2020

Course Content

- Introduction
- The History of Modern Management
- Functions of Management and the Management Hierarchy
- Supervisor in the Hierarchy of Management
- Roles and Responsibilities of Supervisors
- Some Guidelines for New Managers to Manage and Up Skill Themselves to Succeed in Their New Role
- Leadership and What is a Leader?
- The Importance of Effective Communication for Managers
- Time Management for Managers
- Delegation
- Team Building
- Staff Code of Conduct
- Performance Management and Tools to Measure Employee Performance
- Membership of Trade Unions/Trade Associations (from the perspective of both employees and employers)
- Management of Records and Maintenance of Logs and Work Schedules
- Advantages and Disadvantages of In-House Vs Contract Staff.
- Data Protection
- Risk Management
- Budgeting and Preparation of Departmental Budgets.
- Selection and Recruitment of New Employees
- Planning and Conduct of Training and Development of Staff
- Management of Conflict in the Workplace
- Management and Organisation of your Department/Staff to meet the Goals and Objectives
- Customer Care and Maintenance of High Service Delivery Standards.

- ⇒ The Supervisor's Role & Responsibilities
- ⇒ Methods of Supervision
- ⇒ Risk Management; Record-keeping
- ⇒ Staff Recruitment
- ⇒ Management Systems
- ⇒ Budget preparation
- ⇒ Training of staff
- ⇒ Performance Management of staff

Aim

To train learners to become fully competent supervisory managers in the workplace, and attain a national award. To provide the skills, knowledge and mindset essential for getting the best performance from staff and supervising an operation effectively.

Learning Outcomes

On completion of this course participants will be able to:

- Understand the role and responsibilities of a supervisory manager
- Apply modern and effective supervisory methods
- Draw up procedures for communication, quality, recruitment, and supervision
- Assess common risks in the workplace
- Set up and keep secure records and information
- Prepare a departmental budget
- Describe the keys steps in staff recruitment
- Train staff and test their learning
- Carry out staff performance appraisal

Who should apply?

People who are interested in becoming supervisors, or existing supervisors who wish to perfect their skills. Please ring (details below) to receive further information to help you evaluate your capacity to undertake this programme successfully.

Entry Requirements

Level 5 Certificate, Leaving Certificate or equivalent qualifications and/or relevant life and work experiences. A reasonable standard of spoken and written English is desirable. Relevant prior learning of any type may be taken into account. Our Learner Entry procedure applies.

Certification

QQI Level 6 Component Certificate (Google 'QQI 6N4329' to view the award Specification). Participants wanting to obtain certification must undertake a significant amount of assessment work in their own time, but not a written examination. Full attendance is necessary, and it is the learner's responsibility to achieve the award.

Assessment consists of:

Project (60% of total marks)

Portfolio/ Collection of Work (40%) – learners will be asked to submit this in written form. A brief will be provided to learners. The Portfolio should demonstrate a range of achievements and practices/activities undertaken by the learners, involving applying the skills and knowledge they learned through the course. The specific topics being assessed are: - the Roles & Functions of the Supervisor: Up-to-date standards of supervisory practices, Information and Record-keeping, Insurance and risk, Operational Systems, and Finance.

To be submitted as a written report within a number of weeks of course end.

Currently this module is part of the Major Award 6M4749 and successful candidates will receive the minor award 6N4329.

Assignments:

- Please note all written assignments must meet the Education Centre policy on plagiarism
- In the event of unforeseen circumstances (e.g. Illness) the Education Centre will facilitate a student to submit their assignment to QQI at the next submission date
- This offer is available for the next submission date only

Training methods

Short Power-point presentations, Group exercises, experiential role-play, case studies.
[Trainer with 20 years supervisory and management experience, 10 years as trainer/coach.]

- Attendance is advised on each of the days as the course is designed to build on previous learning. This will also facilitate the fulfilment of the assessments required at the end of the course.
- **Cost: €450.00** – booking form and payment required in advance of course commencement. Fee is **non-refundable**