



# QQI Supervisory Management 6N4329

## Course Information

2018 – 2019



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## Programme Objectives

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### QQI Supervisory Management 6N4329

The main purpose of this programme is to provide learners with the techniques and tools required to work in a supervisory management role in a wide variety of organisations by instructing them in key areas such as their roles and responsibilities, performance management, employment legislation, recruitment, data protection, budgeting and operational planning.

Entry: Leaving Certificate Level or equivalent and/or life/work experiences.

## Learning Outcomes

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1. Summarise the duties and responsibilities of a supervisory manager, to include reference to relevant policies and services in the chosen vocational or work environment
2. Evaluate up-to-date industry standards, guidelines and recommended practices that affect the work environment, to include the purpose and methods of supervision, the staff code of conduct, advantages and disadvantages of in-house and contract staff, and of membership of professional or trade associations, trade unions and/or a works committee
3. Describe the precautions necessary to safeguard information and/or records
4. Describe key steps required to recruit staff, to include pre-planning, methods to source and screen staff, use of an application form to shortlist candidates, and the benefits of a chosen approach
5. Analyse the risks for which adequate insurance cover is recommended
6. Draft a range of procedures for work-related activities, to include lines of communication with clients, colleagues and other relevant parties, procedures for maintaining effective standards of service, criteria for staff recruitment, criteria for supervisory procedures
7. Devise a system for maintaining work-related records, to include operational records, a work roster for operational staff, and a maintenance schedule for equipment and vehicle
8. Prepare a departmental budget, to include details of planned spending under a number of headings and of contingency spending
9. Train staff, drawing on up-to-date industry standards in training using appropriate aids and supporting material, and assessing the suitability of individuals during the training session
10. Carry out staff evaluations to include achievement of objectives, feedback on performance, identification of opportunities for personal development

## Assessment

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Skills Demonstration 60% and Portfolio/Collection of Work 40%

## Duration

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5 X Workshops (1 day per week over 5 weeks) or 8 Evening Classes plus self-directed fully supported learning.

## Fees & Payment Options

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- Course fee: in full €400, or 2) Flexi-payments/Funding 3) In-Company - separate quote
- You may qualify for funding by contacting your local Intreo/DSP Office.

## Learner Progression

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Learners who successfully complete this course may use the associated credits towards a Major Award