

## TEACHING METHODS & LEARNING SUPPORT

A phased approach, consisting of a series of lectures, facilitated workshops and work-related projects will be used to ensure the programme is relevant, engaging and enjoyable. The teaching methods on the Certificate in Supervisory Management will be intensively interactive, with an action learning focus and use of live case studies to build solutions to work place challenges. Rather than an exclusively lecture-style approach, the emphasis in class will be on lecturer-led group discussion and class debate, which will draw upon the experiences of learners to illustrate key learning points and to bring concepts, theories and frameworks to life.

This practical, applied approach to teaching methodology, will be underpinned by assessment instruments, and the practical application of best-practice theory to analyse the environment in which the learners work.

### Programme Features

**Induction:** Learners will benefit from an induction session that will focus on well-being, work-life harmony, programme structure, group work, use of Blackboard, library access, referencing. This is to support the learner and make them aware of all resources/supports available to them from outset of programme throughout entire course duration.

**Action Learning:** Teaching methods feature practical classroom exercises and accelerate the transfer of learning back to the work place. Learners will build on their experience and learning gained on the programme to develop the professional skills and hone techniques that will inform their best practice application.

**Case Study Analysis:** Live case studies reflecting the programme focus points will be regularly analysed in class. This will include analysis of challenges and solutions for a variety of contexts to hone skills and techniques for real life application in the work place.

**Peer to Peer Learning:** Learners will have the added value of peer to peer learning and knowledge sharing, working on case studies and teasing out challenges and best practice solutions with professional peers from across multiple industry sectors - from manufacturing to services - in their region over programme duration.

**Experienced Lecturers & Industry Partners:** Lecturers on the programme bring a unique blend of academic qualifications, incorporating business, human resource management, management accounting, work and organisational psychology, together with comprehensive industry experience and backgrounds in training and change management.

#### To register, please contact:

Department of Organisation & Professional Development, School of Business, CIT

T: 021 433 5900

E: [opd@cit.ie](mailto:opd@cit.ie)

#### For further details visit:

[www.cit.ie/certificateinsupervisorymanagement](http://www.cit.ie/certificateinsupervisorymanagement)

# Certificate in Supervisory Management Programme (Special Purpose Award, Level 6)

## Professional Industry Training for Supervisory Management Roles

Commencing November 2018

In Collaboration With:



## OVERVIEW

The Level 6 Certificate in Supervisory Management develops high calibre professionals, distinct in their abilities, understanding, skills and knowledge associated with a supervisory role in any profession organisation.

The programme uses an innovative blend of real-world situations to assist participants in exploring opportunities and managing the challenges of supervisory management roles. Participants will explore various theories and concepts developing a toolbox of skills that is valuable and readily usable and which will lead to advanced personal and interpersonal supervisory skills, enhanced operational excellence & improved team performance.

The Certificate is a six month part-time programme, Level 6 Special Purpose Award, accredited by Cork Institute of Technology. The programme has been co-developed by CIT and IT Tralee incorporating both Institution's academic expertise alongside industry partners through the South West Regional Skills Forum and is supported by Cork Chamber Skillnet & Bio Pharma Chem Skillnet.

## BACKGROUND

The Special Purpose Award has been developed in consultation and collaboration with industries across the South-West as a professional upskilling solution to meet the needs of multiple industry sectors in the region as identified by the work of the industry-led South West Regional Skills Forum.



## WHO SHOULD APPLY?

Organisations who wish to provide continuous support and professional development upskilling for existing or potential supervisors/managers or aspiring supervisors. This course covers all key areas relevant to supervisory management roles and is suitable to an extensive range of industry sectors from manufacturing to services organisations.

### Programme Cost:

€2,500 per person, inclusive of all programme materials, exam fees and refreshments. Cost may be reduced to €1,995 per person, if eligible for funding from Cork Chamber or Bio Pharma Chem Skillnet.

## PROGRAMME STRUCTURE

The Programme is structured around 4 modules, each at 5 ECTS (European Credit Transfer System), which comprise the four central pillars of the programme:

MODULE TITLE	MODULE FOCUS
<b>1. People Management incl. Conflict &amp; Mediation -</b>	Considers leadership skills in-house for supervisory management, motivating people, conflict management & mediation, coaching & mentoring, project management from project initiation to close-out, technical report writing, presentation & effective meeting skills.
<b>2. Introduction to Operations Excellence: Lean Practitioner</b>	Delves into operational excellence and lean practice for process efficiency in a supervisory management position. Analyses operational process capability & performance through an operational excellence mind-set.
<b>3. Introduction to Management: Management Practice</b>	Explores organisation, enterprise, operations management & quality control, leadership & motivation, team & time management.
<b>4. Performance Management</b>	Explores performance management strategies & techniques, influencing behaviour & behaviour-oriented approaches, performance appraisal, staff turnover & retention, explaining & reducing turnover, legal & ethical issues.



## Assessment Strategy

To ensure continuous and progressive learning, the programme will make use of reflective logs; reports and presentations in addition to class-based exams, problem solving challenges, and a capstone project requiring the learner to apply modules concepts to practical work setting.

## Programme Delivery Schedule:

In consultation with organisations, the course is a bespoke 6 month programme, flexibly-delivered utilising a block-release mode (1 day per week) for the delivery of four modules over a semester. This delivery mode was specifically designed to suit both the requirements of working individuals and organisations releasing an individual to undertake an educational programme

## Programme Start Date:

**16th November with breakfast briefing, registration, orientation & programme introduction.**

All module delivery days will take place in the Cork Institute of Technology, Bishopstown Campus. Refreshments will be provided by the Institute at 11am and lunch will be provided at 1pm on campus for each day of training.

## Module 1 - People Management:

Delivered Fridays - 16/11, 30/11, 07/12, 14/12, 21/12

## Module 2 - Operations Excellence

**(Lean Yellow Belt) :**

Delivered Mondays - 28/11, 11/02, 25/02, 11/03. Exam: 25/03

## Module 3 - Management Practice:

Delivered Fridays - 11/01, 18/01, 08/02, 22/02, 08/03. Exam: 05/04

## Module 4 - Performance Management:

Delivered Fridays - 12/04, 03/05, 10/05, 17/05, 24 May. Exam/Final Presentation: 31/05

Modules 2 & 3 will be delivered in rotation every 2nd week over January, February & March

All classes run 8:30 - 4:30 and all exams take place between 2.00pm - 4.00pm.

