



# Supervisory Management Skills

**Module Code** N62904

**Purpose** The module is designed to equip learners with essential knowledge to strengthen and develop their supervisory management skills. It is aimed at those who are currently employed in the health sector at supervisory level or those wishing to progress to this level. This module aims to promote good practice in planning, managing and delivering a quality service.

**General Aims** Learners who successfully complete this module will:

- ✓ practice effective supervisory management skills
- ✓ make strategic, objective and timely decisions based on analyses of all relevant available information
- ✓ appreciate the importance of developing quality systems and standards within an organisation
- ✓ develop a customer-oriented quality service consistent with best practice and standards
- ✓ appreciate the importance of effective communication with all stakeholders in the organisation
- ✓ plan for, and respond to, the changing environments in the health sector

The specific learning outcomes are grouped into 4 units.

**Unit 1** **Analysis and Decision-Making**

**Unit 2** **Quality and Customer Focus**

**Unit 3** **Planning, Organising and Prioritising**

**Unit 4** **Strategic Planning and Change Management**

**Assessment** All assessment is carried out in accordance with FETAC regulations. Assessment is devised by the internal assessor, with external moderation by FETAC.

**Summary** Project 50%  
Learner Record 30%  
Assignment 20%

