

Operational Planning

Advanced Supervisory Effectiveness

Skills Programme

Study School 2 of the Certificate in Management Development (Qualification ID 57712)



MACCAUVLEI

Accredited by Services Setra – no. 1468

UNIT STANDARDS COVERED

Unit Standard ID NQF Level & Credits	Unit Standard Title
US 242813 NQF 4 5 Credits	Explain the contribution made by own area of responsibility to the overall organisational strategy
US 242822 NQF 4 10 Credits	Employ a systematic approach to achieving objectives
US 242817 NQF 4 8 Credits	Solve problems, make decisions and implement solutions
US 242811 NQF 4 5 Credits	Prioritise time and work for self and team
US 242829 NQF 4 5 Credits	Monitor the level of service to a range of customers
US 9015 NQF 4 6 Credits	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems

SPECIFIC OUTCOMES

- Demonstrate an understanding of the overall strategy of an organisation and how the activities of own area of responsibility align
- Communicate to the members of the team how its area of responsibility aligns to the overall strategy
- Identify and develop objectives
- Formulate and implement a plan to meet the objective
- Monitor activities
- Create a task list
- Implement and prioritise personal and team tasks
- Define and investigate problems, generate and implement solutions
- Identify internal and external customers, where applicable
- Explain standards of customer service expected by the organisation
- Measure customer satisfaction on an ongoing basis and recommend corrective action

WHO SHOULD ATTEND?

This skills programme is intended for

- Supervisors
- Foreman
- First Line Managers
- Junior Managers

DURATION OF TRAINING

5 Interactive Days

MACCAUVLEI ENTRY REQUIREMENTS

NQF Level 3 / Grade 11

LEARNING ASSUMED TO BE IN PLACE

- Communication at NQF Level 3
- Maths Literacy at NQF Level 3
- Computer Literacy at NQF Level 3

CERTIFICATION

Learners who successfully complete the Portfolio of Evidence will be awarded a Skills Programme Certificate of Competence with the Unit Standards listed.

Public Price **R9,970.50 per person** (excluding VAT).

For In-House quotes please contact
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Contact Details

For registration forms or more detail please contact us:

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