

# National Diploma in Supervisory Skills

NQF Level 6

The Diploma in Supervisory Skills is designed to improve and develop the knowledge, skills and competence of supervisors and aspiring supervisors. This qualification defines the role of supervisors and will provide opportunities for learners to gain understanding of the necessary techniques needed for effective performance as a supervisor.

## Target Group

This qualification is designed for the following prospective candidates:

- Individuals who have been recently promoted to supervisory/management positions
- Individuals who are interested in career advancement in the area of supervisory management

## Programme Intended Learning Outcomes

At the end of this programme, learners will be able to:

- Apply detailed knowledge and understanding in the fundamentals and challenges of supervision.
- Use skills to plan and organise familiar tasks to adapt practices and techniques to deal with defined and undefined situations.
- Use effective communication skills in oral and written forms when presenting and evaluating information.
- Select and use standard applications relating to performance appraisal, conflict, workplace politics, discipline, and negotiations in defined areas of work.

## Training Duration

1 Year

## Medium of Instruction

English/ Arabic

## Course Outline

Unit No.	Unit Title	Teaching Hours	NQF Credit
1	Introduction to supervision	45	13
2	Supervision challenges	45	16
3	Supervisory Functions	45	15
4	Supervisory Skills	45	15
5	Motivating and leading followers	45	15
6	Communicating effectively and developing groups	45	15
7	Performance Management	45	15
8	Conflict Resolution	45	15

## Assessments

Varied types of assessments are given throughout the duration of the course including practical activities and written exams.

## Certification

A National Diploma Level 6 qualification will be awarded to the candidate who successfully fulfils all the requirements of the programme.

## Entry Requirements

Access and admission to the qualifications is open to all learners:

- With a Secondary Certificate or equivalent qualification
- Who passed the English placement test (including learners with physical disabilities)
- With relevant working experience within a business context

## Course Fee

BD 2214 (Includes VAT.)