

# SUPERVISOR DEVELOPMENT PROGRAMME

**NQF Level 5**

## Participant Profile

This programme is aimed at Supervisors or potential Supervisors.

## Short Learning Programme Structure

The Supervisor Development Programme (SDP) is a short learning programme at NQF level 5. The short learning programme is delivered in three, twelve week phases. Learners work on practical projects for the duration of each phase culminating in a presentation to their management team. All modules are delivered in the context of the projects that learners are working on. Emphasis is placed on developing the fundamental competencies relating to:

- Business mathematics
- Principles of business finance
- Problem analysis
- Formulating and proposing solutions

## Learning Outcomes

On completion of this short learning programme, the learner will be able to:

- Organise and supervise activities in the workplace responsibly and effectively.
- Identify and solve problems and make decisions using critical and creative thinking.
- Work effectively with others as members of a team, group and organisation.
- Be culturally and socially sensitive in the work context.
- Make sound judgements about the development, utilisation and management of resources.

## Evaluation of Participants

Assessment is both formative and summative and includes:

- Weekly individual and group exercises and tasks
- Group and individual assignments
- Open and closed book case study integrative assessments

To complete the short learning programme successfully, and be awarded a certificate, learners must be found competent in all aspects of the summative assessment according to requirements listed in the relevant student handbook.

## Entrance Criteria

The minimum entry requirements for admission to the SDP are:

- Twenty three years of age and
- Three years business experience and
- Senior certificate or NQF 4 equivalent **or**  
Alternative admission can be achieved via the DUT RPL process or mature age exemption.
- A placement assessment may apply

# SUPERVISOR DEVELOPMENT PROGRAMME

## NQF LEVEL 5

### Module and Project Overview

#### PHASE 1

##### MODULES

- Productivity
- Quality
- Communication
- Numeracy and Financial Skills
- Problem Solving and Decision Making
- Systems Theory

##### TYPICAL PROJECT

- Look at the entire process in your operation and identify opportunities for productivity or quality improvement
- Using the 80/20 principle focus on an opportunity that your SDP team can impact on
- Generate improvement proposals
- Motivate your proposals

**PROJECT PRESENTATION** - 3 hour written assessment

In addition to projects, assessment (both formative and summative) includes:

- Individual and group exercises and tasks
- Group and individual assignments
- Open and closed book written assessments
- Marks are calculated from the above assessments

#### PHASE 2

##### MODULES

- First Line Management
- Planning
- Organising
- Leading
- Controlling
- Understanding Business Culture

##### TYPICAL PROJECT

In the phase 1 project you generated proposals to improve productivity or quality. To implement these proposals you are going to have to “take your work team with you”. Put together a plan which includes team objectives, a means of monitoring progress against objectives with your team and which motivates them to make a significantly improved contribution to the business.

**PROJECT PRESENTATION** - 3 hour written assessment

In addition to projects, assessment (both formative and summative) includes:

- Individual and group exercises and tasks
- Group and individual assignments
- Open and closed book written assessments
- Marks are calculated from the above assessments

#### PHASE 3

##### MODULES (any 6 of)

- People management
- Motivation
- Coaching and delegating
- Negotiation
- Assertiveness
- Change and Diversity
- Costing systems
- Innovation and Creative Thinking
- Entrepreneurship
- Public Service Delivery
- Public Finance

##### TYPICAL PROJECT

Using the plan that you generated in phase 2 as well as the skills and knowledge acquired in phase 3  
Implement the improvement proposals that you generated in phase 1

**PROJECT PRESENTATION** - 3 hour written assessment

In addition to projects, assessment (both formative and summative) includes:

- Individual and group exercises and tasks
- Group and individual assignments
- Open and closed book written assessments
- Marks are calculated from the above assessments

### Concluding Remarks

- Due to the dynamic nature of the South African business environment, the BSU reserves the right to make changes to its short learning programmes where necessary.
- The presentation of a short learning programme or any format is subject to sufficient enrolment as determined by the BSU.