



Managing People

**FETAC Level 6
N32905**

Programme Brochure

Managing People

FETAC Level 6 - N32905

Oyster TRAINING Programmes

Managing people is probably the most challenging, but also the most essential management function since it is through people that the goals and objectives of the department, the business unit and ultimately the organisation are achieved. This programme equips learners with essential knowledge on recruitment and selection of new staff; managing, motivating, empowering, developing and appraising existing staff, building effective workplace relationships, and employee legislation. It is suitable for existing managers wishing to support their practical experience with a recognised qualification, and new or aspiring managers seeking to improve their career prospects and employment opportunities.

Programme Aims

Learners who successfully complete this module will:

- Practice effective supervisory management skills
- Design, implement and change standards
- Appreciate the value of effective and open communication within organisations
- Develop strategies for staff support and empowerment
- Understand the importance of effective relationships within a multi-disciplinary team
- Demonstrate effective conflict resolution and mediation skills
- Understand the importance of stakeholders' rights and expectations in the delivery of a quality service

Programme Content

The programme is delivered in four units as follows:

- Unit 1 Managing Performance
- Unit 2 Motivating, Developing and Empowering
- Unit 3 Building Effective Relationships
- Unit 4 Legislation, Regulation and Policies

Programme Duration

This programme comprises a minimum of 110 hours of learning, of which a minimum of 36 hours will be tutor led and the remainder will be learner centred learning. These 36 hours of tutor led training will be delivered over a period of six days.

Programme Certification

On successful completion of the programme, learners will receive the FETAC Level 6 Minor Award, N32905 – Managing People.

Entry Requirements

To access the programme, learners should possess a FETAC Level 5 Certificate, Leaving Certificate or equivalent qualifications. Applicants who do not have these formal educational qualifications may apply for access to the programme based on their relevant life and work experience, achievement and learning.

All learners attending the course must bring to registration:

1. Completed Programme Booking Form
2. PPS number
3. Two recent personal passport size photographs. (These photographs have been taken within the last twelve months and must be signed on the back)
4. Identification (Drivers Licence, Passport, Social Welfare Services Card)

Learner Assessment

To achieve certification learners will complete the following assessments:

- Learner Record - 100% of overall mark
(A reflective account compiled by the learner critically evaluating acquired skills and competencies).

Learner Progression

- N32905 - Managing People is a component of:
 - BAXXX - FETAC Level 6 Advanced Certificate in Administration
 - BBMSX - FETAC Level 6 Advanced Certificate in Business
 - BBMXX - FETAC Level 6 Advanced Certificate in Business Management
 - BMANX - FETAC Level 6 Advanced Certificate in Management
 - CSOAX - Learners may use this programme as credit towards CSOAX - FETAC Level 6 Advanced Certificate in Security Operations and Administration
- Learners who successfully complete the programme may use the associated credits towards these awards
- Certain Higher Education Institutions reserve a quota of places on specific programmes for applicants who have attained *any* FETAC Levels 5 or 6 awards. In 2010, a total of 408 such awards were listed on the Central Applications Office website (www.cao.ie).

Booking Form

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Programme Details

Programme Title

Venue Date

Personal Details

Family Name

First Name(s)

Address for Correspondence

Tel. No. (Land-line)

Tel. No. (Mobile)

Date of Birth

PPS Number

Do you have any needs of which Oyster should be aware? Yes No

Please provide details
(or contact Oyster directly to discuss)

Attach two recent personal, passport size photographs, signed on the back, that have been taken within the past 12 months.

Qualification Details

Please provide details of your relevant qualifications.

- (e.g. FETAC Level 5 Certificate, Leaving Certificate or equivalent qualifications)

If applying based on life and/or work experience, achievement and other learning, please provide information you consider relevant to your enrolment on the programme.

- (Include any work or life experience you consider relevant, any training courses attended, voluntary work or any other information you consider relevant. Attach additional pages if required.)

I confirm that the information provided on this application form is correct and any attached documents are authentic.

Signature

Date

Programmes delivered by Oyster are of less than three months duration, therefore, Section 43 of the Qualifications Act (1999) does not apply. Regardless of this, in the event of Oyster ceasing to provide a programme for which fees have been paid, or prematurely ending a programme for which fees have been paid, these fees will be refunded to learners.

Employer Details

- If your course fees are being paid by your employer company or other funding body, please provide the following information
 - Please ensure that you complete the Programme Details and Personal Details sections on the previous page
 - Please note that payment must be made *before* the learner commences the programme.

Name	<input type="text"/>
Address	<input type="text"/> <input type="text"/> <input type="text"/>
Contact Name	<input type="text"/>
Contact Title	<input type="text"/>
Contact Tel. No.	<input type="text"/>
Fee Due	<input type="text"/>
P.O. Number	<input type="text"/>

Forward this booking form with the correct fee by way of a cheque, bank draft or postal order made payable to Oyster, to 44 Ticknock Park, Sandyford, Dublin 18.
T: 01 2063840 M: 085 1078585 E: info@oystercoaching.com

Oyster Use Only

Total Fee Paid	<input type="text"/>
Payment Method	<input type="checkbox"/> Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Postal Order
Receipt Number	<input type="text"/>
Photo ID Checked	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Passport
	<input type="checkbox"/> Drivers Licence
	<input type="checkbox"/> National Identity Card
	<input type="checkbox"/> Other <input type="text"/>
Staff Signature	<input type="text"/>

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