

Certificate in Management for Service Businesses

NFQ Level 6

Transforming ambitious professionals into management leaders with recognised University accreditation

THE SUNDAY TIMES
GOOD UNIVERSITY GUIDE
2019
IRISH UNIVERSITY OF THE YEAR

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PROGRAMME PROFILE:

This programme was developed in direct response to the devastating impact the covid-19 Pandemic has had on the Service Businesses Sector

LEARNING APPROACH :

- Each module is delivered online both through Live Sessions and pre-recorded Lectures •
- Participants are expected to undertake private study sessions based upon guided reading, textbooks and self assessment questions •
- An assignment is completed for each module, with detailed written feedback from tutors, ongoing coaching, advice and support provided for the duration of the programme.

CANDIDATE PROFILE:

- Do you aspire to or currently are employed in the Service Businesses sector?
- Would you like to upskill and develop a range of skills which will enable you to transition to new roles within the Service Businesses Sector



MORE INFORMATION.

For Further details please Email
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PROGRAMME OUTLINE

SEMESTER 1

MG2101 MANAGEMENT & LEADERSHIP:

Key role of front line manager; Managing Time: establishing objectives, setting priorities and scheduling time; Identification of core management skills; Authority, Responsibility and Accountability; Leadership theories and the Concept of Managerial Styles; Distinguishing Leadership from Management, formal and informal aspects of Organisations

PM2021 SELECTING THE TEAM:

Job Analysis Methods & Outputs; Preparing Job Descriptions Personal Specifications; Regulatory Environment Influencing HR; Sources of Recruitment & appropriate Administrative Systems; Selection Methods Short-listing; Conducting Selection Interviews; Design, application and management of induction programmes.

MG2131 MANAGING COMMUNICATIONS:

Communication barriers; Personal and Team based communication; Development of questioning, active listening and assertiveness skills; Communication Dynamics; Construction & Delivery of effective presentations; Sources & construction of written communication and Information Technology and communication

PM2031 MOTIVATING THE TEAM:

Key role of front-line manager; Group formation, norms and cohesiveness; Differences between groups and teams; Team roles and characteristics of effective teams; Content and process factors in teams; Motivation, commitment and job satisfaction; Motivational theories and concept

PM2042 REFLECTIVE LEARNING JOURNAL:

The module seeks to empower and challenge students to engage in self-evaluation and reflection by prioritizing their learning and development needs Identifying development opportunities, creating reflective learning journals, personal development & learning plans.

SEMESTER 2

AC2914 ACCOUNTING FOR FINANCIAL DECISION MAKING:

This module introduces non-business students to the fundamental concepts and practices of management accounting and finance. It provides students with the skills and knowledge necessary to identify the relevant financial information required to manage the financial and operating resources of a business

MG2132 QUALITY MANAGEMENT:

Key role of front line manager; Defining quality management; Links to mainstream management theory; Contributions of quality management theories and concepts; Methods, tools and techniques of quality management; Hard and soft approaches to quality management; TQM versus business process engineering; TQM and the management of change

MG2213 CUSTOMER EXPERIENCE DEVELOPMENT IN SERVICE BUSINESS:

Developing an awareness of what creates and maintains compelling customer experiences. Ensure an understanding of the processes involved in the design and development of customer experiences'. Provide insight and gain knowledge of current good practice in experience development and design.

MG2223 EFFECTIVE BUSINESS PLANNING:

The purpose of this module is to equip students with the fundamentals of business planning & strategy. This module is designed for students to be able to develop and implement effective business plans within organisations. Students will explore how companies create value and design effective business models to succeed in the marketplace

MG2121 MANAGING PROJECTS & RESOURCES:

This module is designed to provide students with an understanding of the Project Management and Resource Evaluation process. Develop skills and techniques with which to plan, execute and evaluate projects and resources. Apply a range of project planning techniques to the workplace and understand the financial implications of project management.