

October 2009 Examination - J07 Supervision in a regulated environment

Syllabus learning outcome(s) being examined

1.	1. Understand the characteristics and role of a supervisor.
2.	1. Understand the characteristics and role of a supervisor.
3.	2. Understand different leadership and behavioural models.
4.	2. Understand different leadership and behavioural models.
5.	3. Understand how communication is made effective and be able to describe a range of communication methods.
6.	3. Understand how communication is made effective and be able to describe a range of communication methods.
7.	4. Understand the legal and regulatory aspects of training and competence.
8.	4. Understand the legal and regulatory aspects of training and competence.
9.	5. Understand how learning takes place.
10.	6. Understand the coaching, counselling and assessing processes and the roles within them.
11.	7. Understand the role of compliance in the sales process.
12.	8. Understand the setting and measuring of objectives.
13.	9. Understand management information and quality standards.
14.	9. Understand management information and quality standards.
15.	10. Understand relevant legislation in connection with employment, performance management and termination of employment.