

**October 2019 Examination - J07 Supervision in a regulated environment**

**Syllabus learning outcomes being examined**

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