

February 2023 Examination - J07 Supervision in a regulated environment

Question Number	Syllabus learning outcomes being examined	
1.	1.4	The knowledge and skill requirements of a manager and the competencies displayed.
2.	1.5	Appropriate methods of control and monitoring.
3.	2.3	Motivational models, Herzberg and Maslow.
4.	3.3	Techniques to aid business communication and conflict management e.g. Thomas-Kilmann.
5.	4.2	The key elements of job descriptions and person responsibilities.
6.	4.1	The relationship of recruitment to business needs and elements of employment contracts.
7.	5.1	Theories of learning e.g. Kolb, Honey and Mumford.
8.	6.1	The key features and applications of a coaching process, e.g. the GROW and PESOS models.
9.	6.4	The manager's role and responsibilities in coaching, counselling and assessing.
10.	7.5	Regulatory requirements and appropriate methods for complaints handling.
11.	8.1	How individual and corporate objectives relate.
12.	8.6	Career planning and development, talent management, competency based development.
13.	9.2	The main approaches and quality standards in use.
14.	10.1	Managing unsatisfactory performance.
15.	10.3	Disciplinary procedures.