

September 2024 Examination - J07 Supervision in a regulated environment

Question Number	Syllabus learning outcomes being examined	
1.	1.3	How the role of the manager fits into the organisation overall.
2.	8.1	How individual and corporate objectives are set.
3.	1.2	The key functions and responsibilities of businesses and senior management.
4.	2.3	Motivational models, Herzberg and Maslow.
5.	3.3	Techniques to aid business communication and conflict management e.g. Thomas-Kilmann.
6.	4.5	What constitutes a suitable induction plan.
7.	5.1	Theories of learning e.g. Kolb, Honey and Mumford.
8.	6.3	The key features of assessing performance.
9.	7.4	Financial crime prevention and data protection legislation and regulations.
10.	7.5	Regulatory requirements and appropriate methods for complaints handling.
11.	8.2	How performance is measured.
12.	9.1	Key elements of management information, linking management information to evidence a firm delivers good customer outcomes.
13.	9.4	Operational resilience.
14.	10.2	The different levels of misconduct.
15.	10.5	Relevant aspects of the law on equal opportunities, discrimination, disability and human rights.