

# OPERATIONS SUPERVISION - PHASE 4: EFFECTIVE WORKPLACE PERFORMANCE

SP0583/11-17

<b>Duration:</b>	4 days (including Exam presentation)
<b>Target:</b>	Candidates competent in NQF Level 3
<b>Prerequisite:</b>	NQF Level 3
<b>NQF Info:</b>	NQF Level 4
<b>Qualification:</b>	Towards the Further Education and Training Certificate in Manufacturing and Operations Supervision NQF Level 4
<b>Credits:</b>	35
<b>Certification:</b>	merSETA-accredited Plastics SA Certification

## Unit Standards

- Manage individual and team performance [C - 11473]
- Monitor and control quality control practices in a manufacturing environment [C - 14586]
- Demonstrate an understanding of manufacturing principles, methodologies and processes [C - 10631]
- Supervise work unit to achieve work unit objectives [C - 10981]

## Objectives of Learning Programme

- To effectively supervise the performance of the team to achieve work unit objectives
- To lead the team, plan and allocate work and assess team members' performance in the workplace
- To demonstrate an understanding of the organisation's vision, mission and values and legislation relevant to the organisation, and implement and maintain procedures related to these

## Outcomes

*At the end of the learning programme, learners will be able to*

- Select methods to identify, assess, explain and report on issues within the team.
- Plan the work activities of a team.
- Allocate work to team members. Assess and report on team member performance and issues within the team.

## Contents

- A work allocation schedule is compiled and communicated to team members.
- The strengths and weaknesses of the team are identified against current and anticipated work requirements.
- Team members are encouraged and assisted to evaluate the team's overall development needs and possible solutions to meet these needs are suggested. Instructions are received, incorporated with planned activities and agreed with relevant parties after consultation.
- Team building and development plans to set development objectives for the team are listed and explained

## Assessment and Certification

- Workplace Experience Assignments to be submitted within two weeks following training. One Exam Presentation day is required.
- A Plastics|SA Certificate of Competence is issued to successful candidates.
- Relevant credits may be awarded to successful learners upon merSETA due approval process.