

<b>Title of the Module / Unit</b>	3 – Leadership and Management for the Service Industries.
<b>Module / Unit Description</b>  Provide a brief description of the module.	This unit enables learners to gain understanding of leadership and management principles. This enables them to review their potential for a career in management in the service sector. The learners will be given the opportunity to explore the structures and cultures of organisations and learn classical management theories and leadership styles. Learners will explore how these theories and styles are applied to manage commercial organisations.
<b>Learning Outcomes</b>	Competences: – at the end of the module/unit the learner will have acquired the responsibility and autonomy to:
	<ul style="list-style-type: none"> <li>a) Review classical management theories and leadership styles.</li> <li>b) Assess current and future management and leadership skills for the service sector.</li> <li>c) Demonstrate management and leadership skills in a service industry context.</li> <li>d) Explore the factors that influence different management styles and structures in a service industry context.</li> </ul>
	Knowledge – at the end of the module/unit the learner will have been exposed to the following:
	<ul style="list-style-type: none"> <li>a) Explain the role of the leader and different leadership styles in a service sector industry context.</li> <li>b) Compare and contrast different service industry organisations change management systems and leadership in implementing change.</li> <li>c) Evaluate current and future management and leadership skills that are crucial for the service sector.</li> <li>d) Discuss future management and leadership skills required by the service sector and how these can be achieved.</li> </ul>
	Skills – at the end of the module/unit the learner will have acquired the following skills:

**Applying knowledge and understanding**

The learner will be able to:

- a) Analyse how change management affects management and leadership skills and styles.
- b) Critically evaluate how, in response to change, management and leadership skills in the service sector have developed.
- c) Evaluate a specific organisation's current management and leadership styles making links to theorists and providing evidence of organisational practice.
- d) Analyse the internal and external factors that influence management styles and structures in a selected service industry organisation identifying strengths and weaknesses.

***Judgment Skills and Critical Abilities***

This section has been made sufficiently open to accommodate both vocational and academic orientations. Applicants can refer to Judgement Skills, or Critical Abilities (critical skills, dispositions, values and actions), or both.

The learner will be able to:

- a) Critically analyse how specific management styles have been influenced and changed by internal and external factors in a selected service industry organisation.
- b) Analyse management and leadership styles in a specific service sector organisation in relation to organisational structure and culture
- c)

***Module-Specific Communication Skills***

(Over and above those mentioned in Section B)

The learner will be able to:

a)

b)

c)

etc.

***Module-Specific Learner Skills***

(Over and above those mentioned in Section B)

The learner will be able to

a)

b)

c)

etc.

***Module-Specific Digital Skills and Competences***

(Over and above those mentioned in Section B)

The learner will be able to

a)

b)

c)

	etc.	
<b>Hours of Total Learning for this Module / Unit</b>  1 ECTS is equivalent to 25 total hours of learning, inclusive of contact hours, supervised placement and practice hours, self-study hours and assessment hours. At least 20% (5 hours for every ECTS) must be <u>contact hours</u> or as otherwise established from time to time by NCFHE.	Total Contact Hours <sup>1</sup> <div style="text-align: right; border: 1px solid black; padding: 2px;">35</div> (Contact Hours are hours invested In learning new content under the Direction of a tutor/lecturer (e.g. lectures, participation in online forums, video-lectures).	Supervised Placement and Practice Hours <div style="text-align: right; border: 1px solid black; padding: 2px;">20</div> (During these hours the learner is supervised, coached or mentored.)
	Self-Study Hours <div style="text-align: right; border: 1px solid black; padding: 2px;">100</div> (Estimated workload of research and study.)	Assessment Hours <div style="text-align: right; border: 1px solid black; padding: 2px;">20</div> (Examinations/ presentations/ group work/ projects etc.)
<b>Total Learning Hours of this Module</b>	175 - Hours	
<b>Percentage of Total Contact Hours delivered online.</b>  In the case of online/blended learning, kindly indicate the total number of contact hours delivered online and those face-to-face.	Contact Hours Delivered Online <div style="text-align: right; border: 1px solid black; padding: 2px;">20 %</div>	Contact Hours Delivered Face-to-Face <div style="text-align: right; border: 1px solid black; padding: 2px;">80 %</div>

<sup>1</sup> In the case of online learning, synchronous and asynchronous learning activities under the direction and control of an instructor are considered as contact hours.