

Title of the Module / Unit	3 - Management and Operations
Module / Unit Description Provide a brief description of the module.	The aim of this unit is to help learners understand the difference between the function of a manager and the role of a leader. Special attention is given to the characteristics, behaviours and traits which support management and leadership.
Learning Outcomes	Competences: – at the end of the module/unit the learner will have acquired the responsibility and autonomy to:
	<ul style="list-style-type: none"> a) Differentiate between the role of a leader and the function of a manager b) Apply the role of a leader and the function of a manager in given contexts c) Understand the role leaders and managers play in the operations function of an organisation.
	Knowledge – at the end of the module/unit the learner will have been exposed to the following:
	<ul style="list-style-type: none"> a) Apply a range of theories and concepts to analyse the role of a leader and function of a manager b) Understand the relationship between leadership and management in a contemporary business environment c) Explain the importance and value of operations management in achieving business objectives.
	Skills – at the end of the module/unit the learner will have acquired the following skills:
	<p>Applying knowledge and understanding The learner will be able to:</p> <ul style="list-style-type: none"> a) Explain and compare the different roles and characteristics of a leader and a manager b) Explain the key approaches to operations management and the role that leaders and managers play

c) Understanding of how management and operations make a positive, efficient and effective contribution to an organisation.

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) Analyse and evaluate the different theories and approaches to leadership in given contexts
- b) Assess the factors within the business environment that impact upon operational management and decision-making by leaders and managers
- c) Assess the strengths and weaknesses of different approaches to situations within the work environment.

Module-Specific Communication Skills

(Over and above those mentioned in Section B)

The learner will be able to:

- a) Understand and explain the characteristics, behaviours and traits which support effective management and leadership
- b) Explain the importance and value of operations management in achieving business objectives.

Module-Specific Learner Skills

(Over and above those mentioned in Section B)

The learner will be able to

- a) Apply a range of theories and concepts to analyse the role of a leader and function of a manager
- b) Assess the strengths and weaknesses of different approaches to situations within the work environment.

	<p>Module-Specific Digital Skills and Competences (Over and above those mentioned in Section B)</p> <p><i>(These digital skills are covered by the primary objectives of this course in Section B – so the skills referred to above address this section)</i></p> <p>The learner will be able to</p> <p>a) b) c) etc.</p>	
<p>Hours of Total Learning for this Module / Unit</p> <p>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.</p>	<p>Total Contact Hours ¹</p> <p style="text-align: right;">35</p> <p>(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).</p>	<p>Supervised Placement and Practice Hours</p> <p style="text-align: right;">20</p> <p>(During these hours the learner is supervised, coached or mentored.)</p>
	<p>Self-Study Hours</p> <p style="text-align: right;">100</p> <p>(Estimated workload of research and study.)</p>	<p>Assessment Hours</p> <p style="text-align: right;">20</p> <p>(Examinations/ presentations/ group work/ projects etc.)</p>
<p>Total Learning Hours of this Module</p>	<p>175 - Hours</p>	
<p>Percentage of Total Contact Hours delivered online.</p> <p>In the case of online/blended learning, kindly indicate the total number of contact hours delivered online and those face-to-face.</p>	<p>Contact Hours Delivered Online</p> <p style="text-align: right;">□</p>	<p>Contact Hours Delivered Face-to-Face</p> <p style="text-align: right;">100%</p>

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