

## Higher National Unit Specification

### General information for centres

**Unit title:** Printing Industry: Supervisory Management

**Unit code:** FOPM 34

**Unit purpose:** This Unit is designed to give candidates an understanding of the duties and responsibilities of first line supervisory management in the printing industry. This Unit may be taken as part of a course of study in Printing or by candidates in relevant employment.

On completion of the Unit the candidate should be able to:

- 1 Describe the supervisor's position and management responsibilities within the structure of a print company.
- 2 Analyse the day-to-day functions of the supervisor within a print company.
- 3 Analyse the implications of industrial relations at supervisory level within a print organisation.

**Credit points and level:** 1 HN Credit at SCQF level 7: (8 SCQF credit points at SCQF level 7\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

**Recommended prior knowledge and skills:** Access to this Unit is at the discretion of the centre. Candidates should have an awareness and understanding of the practical and administration aspects of printing organisations. This may be demonstrated by possession of the HN Unit Printing: Production Processes, an equivalent qualification or relevant work experience.

**Core Skills:** There may be opportunities to gather evidence towards the Core Skill of Communication at SCQF level 5 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

**Context for delivery:** If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

**Assessment:** Assessment will be carried out under closed-book controlled conditions.

Outcome 1 may be assessed by a series of short answer questions based on a given case study.

Outcome 2 may be assessed by a series of short case studies.

Outcome 3 may be assessed by a case study or case studies or relevant questions.

## **Higher National Unit specification: statement of standards**

**Unit title:** Printing Industry: Supervisory Management

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The sections of the Unit stating the Outcomes, knowledge and/or skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

### **Outcome 1**

Describe the supervisor's position and management responsibilities within the structure of a print company

#### **Knowledge and/or skills**

- ◆ Relationship with other levels of management
- ◆ Relationship and responsibilities with relevant workforce
- ◆ Day-to-day operational and administrative functions
- ◆ Motivational aspects of supervisor's role

#### **Evidence Requirements**

Candidates will need to provide evidence to demonstrate their knowledge and skills by showing that they can identify the supervisor's position and management responsibilities within the structure of a printing company.

The evidence will provide relevant and accurate information for each area of knowledge and skills.

Assessment will be closed-book and carried out under controlled conditions.

#### **Assessment guidelines**

The assessment may consist of a range of short answer questions based on a given case study.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Printing Industry: Supervisory Management

### **Outcome 2**

Analyse the day-to-day functions of the supervisor within a print company

#### **Knowledge and/or skills**

- ◆ Liaison with other supervisors and administrative departments
- ◆ Progress of work throughout the functional area
- ◆ Management of quality
- ◆ Key functions within the operational scope of the supervisor

#### **Evidence Requirements**

Candidates will need to provide evidence to demonstrate their knowledge and skills by showing that they can analyse the day-to-day functions of the supervisor within a print company.

The evidence will provide relevant and accurate information for each area of knowledge and skills.

Assessment will be closed-book and carried out under controlled conditions.

#### **Assessment guidelines**

The assessment may consist of a series of short case studies or one more complex case study.

### **Outcome 3**

Analyse the implications of industrial relations at supervisory level within a print organisation

#### **Knowledge and/or skills**

- ◆ Supervisor and trade unions
- ◆ Grievance procedures
- ◆ Fair and unfair dismissal
- ◆ Equal pay
- ◆ Discrimination

#### **Evidence Requirements**

Candidates will need to provide evidence to demonstrate their knowledge and skills by showing that they can analyse the implications of industrial relations at supervisory level within a print organisation.

The evidence will provide relevant and accurate information for each area of knowledge and skills.

Assessment will be closed-book and carried out under controlled conditions.

#### **Assessment guidelines**

The assessment may consist of questions and/or case studies covering all knowledge and skills items.

## Administrative Information

**Unit code:** Printing Industry: Supervisory Management

**Unit title:** FOPM 34

**Superclass category:** AF

**Original date of publication:** October 2006

**Version:** 01

### History of Changes:

| Version | Description of change | Date |
|---------|-----------------------|------|
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## **Higher National Unit specification: support notes**

### **Unit title:** Printing Industry: Supervisory Management

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

### **Guidance on the content and context for this Unit**

This Unit was developed as part of the HNC/D Printing where it is an optional Unit. It is intended for candidates taking a qualification at Higher National level in Printing, or who have experience in this or related areas, and who wish to further their knowledge and experience.

This Unit introduces candidates to first line management within printing and related environments. The Unit deals with the day-to-day involvement of first line supervisors and their roles and responsibilities.

#### **Outcome 1**

- ◆ Management levels.
- ◆ Responsibilities of supervisor.
- ◆ Operational and administrative functions.
- ◆ Motivation.

#### **Outcome 2**

- ◆ Liaison with peers and administrative departments.
- ◆ Quality.
- ◆ Progress of work.
- ◆ Communication.

#### **Outcome 3**

Industrial relations, including:

- ◆ Trade unions.
- ◆ Grievance procedures.
- ◆ Dismissal.
- ◆ Equal Pay.
- ◆ Discrimination.

Cognisance should be taken of any new and emerging legislation in this area.

## **Higher National Unit specification: support notes (cont)**

**Unit title:** Printing Industry: Supervisory Management

### **Guidance on the delivery and assessment of this Unit**

This Unit will be of particular benefit to candidates considering a career move from production/administrative roles to posts with a supervisory function. This kind of move is typical in the printing industry where knowledge of technical/administrative areas is generally considered a pre-requisite for a supervisor. The information and experience gained via case studies in this Unit should provide a skills set for the newly appointed supervisor.

Throughout this Unit it is recommended that real life case studies are used to develop the candidates knowledge of how the supervisor works within the printing industry. Taking a case study approach should be followed through as part of the assessment strategy for the Unit as this will encourage candidates to use their analytical, problem solving skills.

#### **Outcome 1**

This Outcome examines the position, role and responsibilities of the supervisor in the operational and administrative functions of a typical printing company, and will draw on the organisation of these companies.

It also examines the relationships between the different levels of authority and responsibility in printing organisations. Efficiency and effectiveness of the workforce and their ongoing motivation will be examined from the supervisor's role/point of view.

#### **Outcome 2**

This Outcome will examine the day-to-day functions and relationships between other levels of management, workforce and administrative departments within a printing company. Other functional areas will include quality, progress of work, communication.

#### **Outcome 3**

This Outcome will bring an understanding to the candidate of the key elements of industrial relations by examining the following areas: trade unions, grievance procedures, dismissal, equal pay and discrimination, and how supervisors manage these issues as they arise. Candidates will gain experience in applying their knowledge of industrial relations via the use of case studies.

#### ***Opportunities for developing Core Skills***

Throughout the Unit candidates will develop the Core Skill of communication at SCQF level 5. They are likely to be given case study materials to work on throughout the Unit and specifically at the assessment stage. This is likely to require them to read or listen to information about specific organisations and to apply the knowledge and skills gained in the Unit. The evidence presented for assessment is likely to be in written or oral format and will usually be answering specific questions based on the case study materials given.

## **Higher National Unit specification: support notes (cont)**

**Unit title:** Printing Industry: Supervisory Management

### **Open learning**

This Unit is suitable for open learning delivery although centres should ensure that candidate work is authenticated. This could be done by using supervised write-ups or by using oral questioning after assessment has taken place. As assessments are under controlled conditions, arrangements should be made for candidates to attend a suitable centre where supervision can take place.

For further information and advice, please refer to the SQA guide *Assessment and Quality Assurance for Open and Distance Learning* [www.sqa.org.uk](http://www.sqa.org.uk).

### **Candidates with disabilities and/or additional support needs**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance on Alternative Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs*, which is available on SQA's website: [www.sqa.org.uk](http://www.sqa.org.uk).

## **General information for candidates**

### **Unit title:** Printing Industry: Supervisory Management

This Unit is designed to enable you to identify the key role that supervisors play in the day-to-day effective running of a print related organisation. It would be of interest to you if you were moving from a production role to a post which required you to carry out a supervisory or administrative role. The information and experience gained through case studies would help you to develop the skills required by a supervisor.

Outcome 1 looks at the supervisor's responsibilities and relationship with management and the workforce.

Outcome 2 looks at the day-to-day functions of a supervisor within a print company.

In Outcome 3 you will examine the role between supervisor and trade unions and look at industrial relations.

In the course of this Unit you will develop your Core Skills in Communication. You will be assessed through answering questions which are based on case studies.