

Validation Report



BN741

Certificate in Front Line Management

(10 ECTS credits leading to a level 6 Special Purpose Award)

Introduction

The mission of the Institute is to serve its students and the community by meeting the skills needs in the economy and increasing the level of participation in third-level education and training, particularly in Dublin North-West and its environs. The Institute will do this:

- by achieving consistently high standards of relevance and quality in teaching, research, development and consultancy, and
- by offering a welcoming and supportive environment to students from all educational and social backgrounds, and to adults wishing to increase their level of technical skills.

The Institute has developed an active adult continuing education programme to provide education and training that is relevant and responsive to economic and social needs both locally and nationally and is committed to both lifelong learning and second-chance education.

The Institute in 2006 was awarded delegated authority enabling the development, validation, implementation and continuous improvement of its existing taught higher education and training programmes up to and including level 9 of the National Framework of Qualifications.

It is Institute policy to validate all academic programmes offered by the Institute, and in so doing, indicate award and programme title, academic level by relating them to the National Framework of Qualifications and volume of learning by allocating ECTS^I credits to the programme.

The purpose of this document is to report on the findings of the peer review panel established to validate this proposed programme against the criteria for the validation of minor, supplemental and special purpose awards as stipulated in the Institute policy document 3AC05^{II}.

This submission by the School of Business and Humanities evolved through:

- a need identified by the DAA for an accredited training program for the First Line Managers (Supervisors) within the Dublin Airport Authority (DAA) organisation.

^I European Credit Transfer and Accumulation System

^{II} 3AC05 Policy and procedure for proposal, development and validation of minor, supplemental and special purpose awards

Programme overview

The DAA is currently undergoing a change management process and have identified specific competence requirements for their First Line Managers. This Certificate in Frontline Management has been developed to address these specific competence requirements.

Having completed this programme it is anticipated that the participants will have the skills and techniques required to:

- Understand the role of the First Line Manager in the DAA today
- Use effective verbal and non-verbal communications and conduct effective meetings
- Apply proven techniques in planning, problem solving and decision making
- Set goals and align them with DAA overall plan
- Manage time effectively
- Apply proven techniques in dealing with conflict
- Develop a Leadership style with flexibility
- Develop, motivate and lead teams
- Manage individuals within the team effectively
- Understand the key aspects of Human Resources

Programme detail

Programme title	Certificate in Front Line Management - Level 6 10 ECTS Credits
Award title	Certificate in Front Line Management - Level 6 10 ECTS Credits
Award type	Special purpose
NFQ¹ level	6
ECTS credits	10
Programme code	BN741
Banner code	BN_BCFLM_Q

¹ National Framework of Qualifications

This validation was restricted to recommendation of programme and award title, proposed NFQ level, and proposed ECTS credits.

Panel members

Chairperson	Dr. Derek O'Byrne Waterford Institute of Technology
Panel member 1	Dr. Elizabeth Nixon Trinity College Dublin
Panel member 2	Mr. Gerry McTaggart Dundalk Institute of Technology
Panel member 3	Ms. Gráinne McKenna Fingal County Childcare Committee
Panel member 4	Ms. Holly Gillen Barnardos
In attendance	Dr. Diarmuid O'Callaghan IT Blanchardstown Mr. Michael Keane IT Blanchardstown
Date of Panel Meeting	Thursday, 25 th February 2010

Institute staff present

Mr. Michael Tobin	Head of School of Business and Humanities
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Decision of the panel

The panel recommended the validation of the proposed programme namely:

Programme title	Certificate in Front Line Management - Level 6 10 ECTS Credits
Award title	Certificate in Front Line Management - Level 6 10 ECTS Credits
Award type	Special purpose
NFQ level	6
ECTS credits	10
Programme code	BN741
Banner code	BN_BCFLM_Q

Panel signatures

Chairperson

Dr. Derek O'Byrne _____ Date _____

Secretary

Dr. Diarmuid O'Callaghan _____ Date _____