



<b>COURSE TITLE</b>	<b>FIRST LINE MANAGEMENT</b>
<b>COURSE AIM</b>	This qualification is designed to enhance knowledge and understanding of the key features of the First Line Management roles and other supervisory processes pertaining to the job.
<b>COURSE CONTENTS</b>	<ol style="list-style-type: none"> <li>1. <b>Planning, Monitoring and Control of Resources</b></li> <li>2. <b>Planning, Organization and Evaluation of Work</b></li> <li>3. <b>Provision of Personnel</b></li> <li>4. <b>Training and Development of Teams, Individuals and Self to Enhance Performance</b></li> <li>5. <b>Create, Maintain and Enhance Productive Working Relationships</b></li> <li>6. <b>Maintain Services and Operations to Meet Quality Standards</b></li> <li>7. <b>Provide Information and Advice for Action Towards Meeting Organizational Objectives</b></li> </ol>
<b>DURATION</b>	50 hours
<b>SCHEDULE</b>	Twice a week, evenings.
<b>VENUE</b>	At the ETC Training Complex in Hal Far.
<b>INTENDED FOR</b>	Person who is in a supervisory position and needs a brush up on new practices and applications in the management field. It is also suitable for people who aspire to upgrade their position as a future goal.
<b>FEE</b>	Nil.
<b>CERTIFICATION</b>	<p>The Institute will award Certificates to candidates who pass a final examination set by</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  </div> <div style="text-align: center;"> <p>Operational Programme II – Cohesion Policy 2007-2013  <i>Empowering People for More Jobs and a Better Quality of Life</i>            Aid Schemes part-financed by the European Union            European Social Fund (ESF)            Co-financing: EU Funds, National Funds, and Private Funds</p> </div> <div style="text-align: center;">  </div> </div>

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