Supervisory Scheduling

1. Overview

This programme equips junior managers with the essential skills to monitor customer service standards, manage time and work priorities, and apply mathematical reasoning in real workplace contexts. Participants will develop the ability to ensure customer satisfaction, manage their workload and that of their team effectively, and confidently use numerical and spatial reasoning in problem-solving and decision-making.

2. Programme Outcomes:

- Identify internal and external customers and monitor service levels
- Measure and evaluate customer satisfaction and recommend improvements
- Create and manage personal and team task lists to prioritise work effectively
- Use mathematical principles to represent, analyse, and calculate shapes and motion in 2D and 3D contexts
- Apply quantitative reasoning in workplace decision-making and problem-solving

Qualification:	Certificate of Completion
Duration:	3-Months
Programme Type:	Category B – Workplace-Based Learning Programme
&Programme ID:	PA0336
SAQA US:	242829, 242811, 9016
NQF Level:	4
Credits:	14
Entry Requirements:	Communication & Mathematical Literacy at NQF 3
Training Options:	**Online** - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location. **Blended** - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions. **Face-to-Face** - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.
Minimum Participants Required:	(1) Online, (1) Blended & (1) Face-to-Face

3. Programme Content

- **(242829 US):** Monitor the level of service to a range of customers
- **(242811 US):** Prioritise time and work for self and team
- **(9016 US):** Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts

4. Topics

Module 1: Monitoring the Level of Service to a Range of Customers

- Understanding customer service in a business context
- Identifying internal and external customers and their needs
- Customer service standards and organisational expectations
- Tools and methods for measuring customer satisfaction (e.g., surveys, feedback forms, complaint logs)
- Analysing customer feedback and service performance data
- Developing and recommending corrective actions
- Continuous improvement and maintaining service excellence
- The role of communication and teamwork in customer satisfaction

Module 2: Prioritising Time and Work for Self and Team

- The importance of effective time management
- Planning and organising work activities
- Developing and maintaining personal and team task lists
- Using diaries, calendars, and digital tools for time scheduling
- Techniques for prioritising tasks (Eisenhower Matrix, ABC analysis)
- Managing interruptions and time-wasters
- Delegation and team coordination
- Reviewing and maintaining productivity over time
- Balancing workloads and meeting deadlines

Module 3: Applying Mathematical Literacy in the Workplace

- Mathematical literacy in the workplace – its relevance and application
- Measuring and estimating quantities (length, area, volume, capacity, mass)
- Calculating dimensions and interpreting workplace drawings or diagrams
- Understanding 2D and 3D geometric figures and relationships
- Applying geometry to workplace tasks (e.g., floor layouts, packaging, materials use)
- Analysing motion, direction, and shape transformations
- Interpreting and solving spatial and measurement problems
- Using mathematical reasoning to improve accuracy and efficiency

We trust that the above is in order and look forward to hearing from you for Implementation

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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