

# Certificate in Applied Management (Nonprofit/Human Services)



The Certificate in Applied Management (Nonprofit/Human Services) offers managers, deputy managers or staff aspiring to those roles, (either already employed or seeking employment in the sector), the opportunity to develop the knowledge, skills and competencies needed to carry out the duties and roles of the first-line manager effectively.

This 6-module programme is suitable for participants working or seeking work at first-line level management in the nonprofit human services. While grounded in generic management, a major strength of this course is a significant applied element. As with all Open Training College courses, this course is delivered through our Supported Open Learning Model. Successful completion of this course leads to the award 'Certificate in Applied Management (Nonprofit/Human Services)' - a minor award at Level 6 on the National Framework of Qualifications. Successful completion of the course also allows eligibility to participate in the Higher Certificate in Arts in Applied Management (Nonprofit/Human Services).

## Module 1: Setting the Context – An Introduction to Management Theory

- Course overview
- Study skills & assignments
- Introduction to Management Theory I
- Introduction to Management Theory II

## Module 2: Managing Yourself (1) - Professional Development & Communications

- Your role as a manager
- Communication
- Time management
- Delegation
- Negotiation
- Effective meetings
- Stress management

## Module 3: Managing Other People (1) - Teamwork, Leadership and Motivation

- Leadership and teamwork
- Motivation
- Managing conflict

## Module 4: Managing Other People (2) - An Introduction to Employment Law

- Employment law/employee relations
- Recruitment and selection
- Training and development

## Module 5: Managing Finance (1) – Financial Management in the Nonprofit Sector/Human Services Sector

- Finance management
- Income and expenditure
- Capitation & costing
- Accounting procedures

## Module 6: Managing Service Quality

- Quality approaches
- Total quality management
- Human service outcomes

Past students of this course have included senior managers, deputy managers and a range of frontline staff working in human services. Consideration will be given to all applicants wishing to develop their competencies in management.

### Course Details:

- Six Open Learning Modules
- Extensive E-Learning Supports and Open Learning Materials
- Email Tutorials
- Assessment by Assignment
- Workshop Seminars offered per module (Attendance optional)
- Telephone Tutorials
- Study supports including online library database/Study Skills module
- No Examinations

Course Fees: €1,895. Please note that students undertaking this course en route to the BA degree award, may be entitled to tax relief of 20%, a saving of approximately €380 for the student. The College also supports students with an annual fees instalment plan. Terms and Conditions apply. Courses for academic year 2010 – 2011 will commence in Autumn 2010

To apply complete **all** sections on the application form and return to:

Applications

The Open Training College

Prospect Hall

Willowfield Park

Goatstown

Dublin 14

Ireland

Tel: (+353-1) 2988544

Fax: (+353-1) 2987004

Email: info.otc@smh.ie

Every effort will be made to run courses as advertised but the College reserves the right to amend courses as necessary and to postpone or cancel courses at its discretion.

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# Access and Progression Arrangements for the Certificate in Applied Management (Non-profit/Human Services)



OPEN TRAINING  
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## Access

*The process by which learners may commence a programme of education and training having received recognition for knowledge, skill and competence required (NQAI, 2003)*

### Entry Requirements:

All applicants must:

- Be age 23 years at time of application OR have successfully completed the Leaving Certificate/FETAC Level 5 Certificate.
- Attend an interview with academic staff of the programme.
- Employment in Human/Non-profit services is not a pre-requisite for entry to this programme but, due to the applied nature of the programme, employment status will be considered in support of all applications

## Progression

*The process by which learners may transfer from one programme of education and training to another programme, where each programme is of a higher level than the preceding programme (NQAI, 2003)*

### Progression from previous OTC qualifications to the BA in Applied Management

- The suite of management programmes of the Open Training College are offered as individual programmes, thus there is a direct progression route for OTC students from the Certificate (Stage 1) to Higher Certificate (Stage 2) to Bachelor of Arts (Stage 3) in Applied Management.

### Progression from previous qualifications from another institution to the BA in Applied Management

- Applicants wishing to progress from a previous qualification from another institution to this programme are directed to the Advanced Entry process described above, in which their achievements on their previous programmes will be considered in their application.
- Applicants with qualifications from an educational institution outside Ireland are directed to the procedures for International Applicants.

## Note on Modular Exemptions

Modular exemptions may be granted to those applicants who can demonstrate they have achieved at least 70% of the learning outcomes associated with any of the modules on these management programmes.

These learning outcomes must have been achieved through previous accredited study and transcripts of assessment results must be provided in support of such an application.

Any applicant wishing to be considered for modular exemption(s) must discuss their case with the Course Director.