


# Certificate in Applied Management Higher Certificate in Arts in Applied Management B.A. in Applied Management


## COURSES FOR THE HUMAN SERVICES SECTOR



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ACCREDITED PROFESSIONAL EDUCATION FOR FRONT LINE MANAGERS  
(HUMAN SERVICES, COMMUNITY AND VOLUNTARY SECTOR)



# Certificate in Applied Management (Human Services)

Accredited Professional Training for Front Line Managers



## Why Choose the Course?

The Certificate in Applied Management (Human Services) is a one-year, part-time professional development programme for people working in the human services and nonprofit sector.

### It will:

- Develop your understanding of the management skills required to deliver quality services in a rapidly changing sector
- Provide you with the tools needed to supervise, lead and manage a team
- Help you understand the statutory and regulatory environment in which you operate
- Satisfy the management qualification requirements set out in the **HIQA Regulations**:

**“...service has competent managers with appropriate qualifications and sufficient practice and management experience to manage the residential services and meet its stated purpose, aims and objectives”**

Feature 7.2.6 HIQA - National Standards for Residential Services.

#### Audience

Managers, supervisors, PICs, PPIMs & those interested in developing their front line management capabilities

#### Award

Certificate in Applied Management (Human Services) (6H15631)

#### Format

Blended

#### Model

Part-Time/Open Learning

#### Duration

1 academic year (9 months)

#### Award Type

QQI Award NFQ Level 6

#### Credits

60 credits

#### Start Date

November 2022

#### Fees

€2,392

(Instalment plan available).

Students may be entitled to 20% tax relief on their fees. Inclusive of PEL (Protection of Enrolled Learner) insurance cost.

# Key Features

## Sector-Specific

The course is exclusively aimed at people working in human services and nonprofit organisations.

It was put together by people with extensive first-line experience who fully understand the sector and the problems that come with attempting to balance work, life and learning.

## Practical

This is an applied programme addressing real world challenges. The course materials deal with management issues specific to human services and the nonprofit sector. This makes it much easier to apply what you learn.

Similarly, our assignments tackle issues that you are likely to face in the workplace. Completing the course will provide you with the opportunity to address these in an environment where you have access to experts and people dealing with the same issues.

## Student Centred

The course is designed to accommodate the pressures and responsibilities that you face. Its mixture of workshops, webinars, tutorials and online learning will allow you balance our work, life and college commitments.

Remember: our active learning community (made up of students, tutors and learning support staff) is always there to support you as you learn.



## Relevant

We work in partnership with over 220 organisations from the human services and nonprofit sector. Together we ensure that the Certificate in Applied Management always reflects:

- Current regulatory and public policy environment, for example, HIQA regulation of the disability sector
- Challenges driving the sector
- Contemporary best practices

## Accredited

The Certificate in Applied Management is a Level 6 Award on the National Framework of Qualifications (60 credits). The programme is accredited by Quality and Qualifications Ireland (QQI).

It is also designed to support continuing professional development. Successful completion will satisfy, for example, the entry requirements for our Higher Certificate and B.A. in Applied Management Degree courses.

“Can I just say how unbelievably relevant all the course content is now that I am putting it to use. It’s a top quality course and I’ve been recommending it to everyone that I talk to that has an interest in management.”

**Shane Carolan, Prosper Meath, Graduate.**



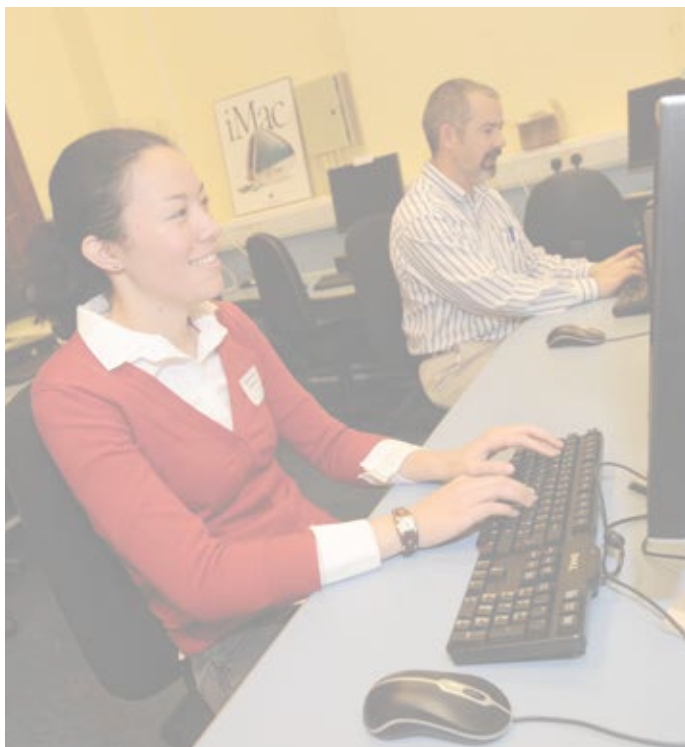
## Content Relevance

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**The course content is drawn from three sources:**

- Our expert understanding of contemporary, management principles and practices in the human services and nonprofit sector
- Input from employers, professional bodies, and regulatory authorities on staff training requirements
- Ongoing feedback from course participants

This is reflected in the choice of learning objectives, course content and the approach that we have developed to deliver the course.



## Learning Objectives

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**After successfully completing the course you will:**

- Have developed key management skills including Communications, Effective Teamwork, Leadership, Risk Management, Change Management, Motivation and Conflict Management
- Understand how the regulatory body HIQA impacts on the First Line Manager's role in delivering quality based services
- Understand the principles of First Line Management and how they relate to your area of responsibility
- Understand the legislative environment in which your organisation operates and how this impacts on the role of the manager
- Have an understanding of the financial and economic context in which the human services and nonprofit sector operate and recognise the management decision making challenges this presents
- Recognise how Professional Development and Ethical issues drive contemporary, person centred human services

## Course Overview

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As part of your management studies, you will complete a Course Overview which contains valuable information on getting the best from your studies, for example, practical instruction on how to use the online libraries.

# Course Content

The course is made up of six modules:

## Module I:

### Management, Professional Development and Ethics (10 credits)

- Introduction to Management Theory
- You and Your Role as a Manager
- Skills for Personal Effectiveness
- Ethical Considerations in Managing

## Module II:

### Key Management Skills: Teamwork, Leadership & Communications (10 credits)

- The People You Manage
- Groups, Leadership & Teamwork
- Motivation
- Managing Conflict

## Module III:

### Budget Management (5 credits)

- Concept of Budgeting
- Income and Expenditure - getting the balance right
- Planning, Implementing and Monitoring the Budget

## Module IV:

### Essential Employment Law (15 credits)

- Contracts, Disciplinary & Grievance Procedures
- Unfair Dismissals Acts (1977 - 2007)
- Equality, Health & Safety
- An Introduction to Employment Law
- Recruitment & Selection

## Module V:

### Managing for Regulation and Inspection (10 credits)

- The Regulatory Environment
- The Application of Regulations
- Preparing for the Regulatory Inspection Process
- Engaging with the Regulatory Inspection Visit

## Module VI:

### Managing Service Quality and Safeguarding (10 credits)

- Selecting a Quality System
- Total Quality Management
- Quality for Human Service Organisation
- Managing the Process of Safeguarding

# Learning Together with the OTC

Each module consists of online learning materials, virtual tutorials/classes and a one-day seminar/webinar. Learning materials are designed to accommodate the pressures that come with trying to balance work, life and learning. They make it possible to build study time around your work schedule.

Regular online tutorials will expand your knowledge of the topic and answer any questions you have as you study. Each one-day seminar focuses on how the module topic is impacting the sector, will deepen your understanding of the subject matter and help you apply it in your working practice.

Underpinning all of this is our learning community. This is made up of tutors who have extensive first line experience, learning support staff who understand the human challenges people can face when attending college and our students who are defined by their commitment to supporting each other. We believe this creates a learning experience that is unique to the Open Training College, one that meets the specific requirements of people working in our sector and improves the quality of service our users receive. This is known as the Supported Open Learning Model.



The OTC Supported Open Learning Model



## The Learning Experience

Meet Brendan Collins - Course Director

### **What are some of the biggest challenges a student faces starting the course and how do you try and help them with these?**

Allocating the time required to complete the course and then balancing all the other commitments such as work, family and home represent the major challenges. First and foremost, I try to be as approachable and flexible as possible. Having a clear understanding of the types of environments people are working in also greatly helps. I ensure that students have received their course calendar at the start of their studies and then check in with them on a regular basis to offer support, advice, guidance on the course, their approach to study and application of learning and assignments in general.

### **What changes do you see in people as the course progresses?**

I think students grow in confidence both personally and professionally and learn new ways of managing within their organisations. As they learn such new skills and knowledge they also become more confident in leading and managing change in their areas of work.

### **How do students and service users benefit from the course in the long term?**

Students learn frontline specific management skills and, as a result, become more effective advocates for the people their agency supports.

Learning how to effectively manage front line services assists them in appreciating that the more effective their team is, the better the quality of service they deliver to the end user.

### **More generally, what motivated you to become a tutor in the first place?**

I became a tutor because I am passionate about facilitating people to learn. It is quite affirming and indeed an honour to share the learning journey with people who will not only obtain a recognised accredited 3rd level qualification but who will also, through such learning, truly enhance the quality of service to people that they support.



## The Student Experience

Meet Jon Lerner - CAM Graduate

### **How did you hear about the course?**

I heard about the Open Training College and the BA in Applied Management through my current manager who is a past student who recognised my interest in leadership/management and suggested it as a way to enhance my current skill set.

### **Did you learn practical skills?**

As an American living in Ireland, I have been fortunate to have had the opportunities to experience education in the US (BA), in Ireland (MA by research) and within the UK (MA).

This course has enabled me to effectively extract valuable knowledge that directly complements and parallels my everyday job duties.

I would highly recommend this course to anyone at any level of organisational hierarchy. I believe it can add a needed level of accountability to anyone's work practice and its student centred approach can fit the most hectic of lifestyles.

### **How were you supported?**

As I have a young family, a busy career and live outside Dublin, I have found the OTC's open/flexible communication pathways extremely supportive.

All the OTC staff have been very accommodating and supporting of my educational journey as a mature student.

My current job role has also offered me the opportunity to link my course interests to my performance management structure.

# Higher Certificate in Arts in Applied Management

## About the Course

The Higher Certificate is designed as an add-on programme for the holders of the Certificate in Applied Management (or an equivalent Level 6 Award in management). While grounded in generic management, a major strength of this course is the application of advanced learning.

Successful completion of the course allows eligibility to participate in the Bachelor of Arts in Applied Management (Human Services).

## Programme Modules\*:

- Human Resource Management and Supervision (20 credits)
- Creative Problem Solving and Action Learning (10 credits)
- Financial Management (10 credits)
- Management of the Individualised Service (10 credits)
- Change Management (10 credits)

# B.A. in Applied Management

## About the Course

The B.A. in Applied Management is designed as an add-on programme for the holders of the *Higher Certificate in Applied Management* (or an equivalent Level 6 Major Award in management) providing participants with an opportunity to further enhance their higher management and academic skills of critical analysis, research and effective thinking in order to become influencers of developments and initiators of change leading to improved quality service provision.

## Programme Modules\*:

- Research Methods (10 credits)
- The Manager as Coach and Mentor (15 credits)
- Social Policy for Human Service Organisations (10 credits)
- Leadership and the Learning Organisation (10 credits)
- Project Management (15 credits)

\*You can commence these management courses throughout the year.

## Audience

Managers, supervisors & those interested in developing their front line management capabilities

## Award

Higher Certificate (6M15633)

## Format

Blended

## Model

Part-Time/Open Learning

## Duration

1 academic year (9 months)

## Award Type

QQI/HET Major Award NFQ Level 6

## Credits

120 credits (60 Credits - CAM)

## Fees

€3,048

(Instalment plan available).

Students may be entitled to 20% tax relief on their fees. Inclusive of PEL (Protection of Enrolled Learner) insurance cost.

## Audience

Managers, supervisors & those interested in developing their front line management capabilities

## Award

B.A. (Ord) Degree (7M15634)

## Format

Blended

## Model

Part-Time/Open Learning

## Duration

1 academic year (9 months) or 2 year option

## Award Type

QQI/HET Major Award NFQ Level 7

## Credits

180 credits (120 Credits - HCAM)

## Fees

€3,320

(Instalment plan available)

Students may be entitled to 20% tax relief on their fees. Inclusive of PEL (Protection of Enrolled Learner) insurance cost.



**OTC**  
OPEN TRAINING COLLEGE

## Accredited Training for the Human Services Sector

### Entry Requirements

#### All applicants for the Certificate in Applied Management must:

- Be 23 years at time of application OR have successfully completed the Leaving Certificate/QQI/FETAC Level 5 Certificate.
- Be working at least 10 hours per week in a human services environment.
- Pay an application fee of €95.

**International Applicants** must provide appropriate documentary evidence of proficiency in English (i.e. IELTS 6.0 or equivalent). Submit your application on our Online Application Centre page ([opentrainingcollege.com](http://opentrainingcollege.com)). Prospective students will be invited to an interview to assess suitability for the course.

#### Transfer & Progression

Applicants looking to transfer from another programme must hold at least a Level 6 cognate management qualification equivalent to 60 credits (NFQ) or more to apply for advanced entry to the Higher Certificate and at least 120 credits (NFQ) for the B.A. Degree. The management programmes offer a direct progression route for OTC students from Certificate to B.A. Degree.

### Working Together with the OTC

The Open Training College has spent 25 years working as training experts and consultants for the human services and nonprofit sector.

Our collaborative approach can be organised into three categories:

- Customised Training - onsite local delivery
- HIQA Training and Collaboration
- eLearning - providing a bespoke eLearning platform for your staff

**If you are planning training for your staff or require further information, please contact Conor Murray, our Corporate Services Manager.**

### About the OTC

The Open Training College, established in 1992, is a provider of programmes leading to QQI awards to the human services and nonprofit sector. We believe that the learning community created by the collaboration between ourselves, our students and the more than 220 organisations we partner with, has created a unique environment in which people from the human services and nonprofit sector can learn in ways that can make a real difference to the citizens that use our human services.



### Contact

#### Open Training College

Willowfield Park,  
Goatstown,  
Dublin 14  
D14 P9E4  
Ireland

Phone: +353 1 298 8544

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Email Conor: [cmurray@opentrainingcollege.com](mailto:cmurray@opentrainingcollege.com)

Web: [www.opentrainingcollege.com](http://www.opentrainingcollege.com)

The College has protection of enrolled learner (PEL) arrangements in place for all relevant QQI validated courses in accordance with the Qualifications and Quality Assurance (Education and Training) Act 2012.

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