

School / Faculty: Federation Business School

Course Title: STAFF SUPERVISION

Course ID: BSHSP1013

Credit Points: 15.00

Prerequisite(s): Nil

Co-requisite(s): Nil

Exclusion(s): Nil

ASCED Code: 080307

Grading Scheme:

Program Level:

AQF Level of Program						
	5	6	7	8	9	10
Level						
Introductory	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Learning Outcomes:

Knowledge:

- K1.** Evaluate the causes of conflict involving customers and/or employees in the hospitality industry
- K2.** Explain the theory of conflict and its impact on business
- K3.** Compare and contrast different approaches to conflict resolution
- K4.** Outline the nature and importance of rosters to the management of hospitality businesses
- K5.** Compare and contrast the impact of awards and other industrial provisions on the rostering of employees

Skills:

- S1.** Apply appropriate conflict resolution and communication techniques to sensitively resolve workplace conflict
- S2.** Investigate reasons for conflict and recommend changes to workplace practices
- S3.** Develop rosters that reflect operational requirements, legislative requirements and individual and team needs
- S4.** Differentiate between the role of rosters in achieving budgeted payroll costs and in achieving desired service outcomes

Application of knowledge and skills:

Course Outline (Higher Education)

BSHSP1013 STAFF SUPERVISION

- A1.** Apply discretion and judgment to the resolution of diverse internal and external conflicts in the hospitality industry
- A2.** Produce rosters for hospitality organisations involving large numbers of employees across multiple service periods, with limited guidance

Course Content:

Topics may include:

- The role of the supervisor
- Legal considerations in rostering – modern awards, workplace agreements
- Balancing operational and employee needs
- The budget impact of rosters
- Developing rosters
- The nature of conflict
- Conflict resolution techniques
- Empowering employees to resolve conflict

Values and Graduate Attributes:

This course will help students to develop values and attributes that will enable them to:

Values:

- V1.** Balance the needs of the organisation, their teams and individual employees
- V2.** Be valued highly by employers for their ability to anticipate, recognise and resolve conflict between stakeholders in an organisation

Graduate Attributes:

FedUni graduate attributes statement. To have graduates with knowledge, skills and competence that enable them to stand out as critical, creative and enquiring learners who are capable, flexible and work ready, and responsible, ethical and engaged citizens.

Attribute	Brief Description	Focus
Knowledge, skills and competence	Students will develop underpinning skills and knowledge necessary to begin building a successful approach to the management of others	Medium

Course Outline (Higher Education)

BSHSP1013 STAFF SUPERVISION

Attribute	Brief Description	Focus
Critical, creative and enquiring learners	This course will broaden the student's capacity to independently contribute to the management of an organisation	Medium
Capable, flexible and work ready	Graduates of this course will appreciate the impact of social and cultural issues on successful communication	High
Responsible, ethical and engaged citizens	This course will ensure that students recognise the importance of balancing the needs of the organisation with those of individual employees	Medium

Learning Task and Assessment:

Learning Outcomes Assessed	Assessment Task	Assessment Type	Weighting
K1 - K3 S1 - S2 A1	Conflict resolution scenarios	Role-play and/or report	20 - 30%
K3, K4, K5 S4	Rostering development, reporting and recording	Industry interview and report	30 - 40%
K4, K5 S3 A2	Roster development and analysis	Report and/or case study	40 - 50%

Adopted Reference Style:

APA