**MINISTRY OF EDUCATION, MALAYSIA**

**VOCATIONAL COLLEGE STANDARD CURRICULUM**

**COURSE INFORMATION**

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| **COURSE NAME** | **:** |  | **APPLICATION DEVELOPMENT SUPERVISION** | |
| **CODE NAME** | **:** |  | **KPD4033** | |
| **LEVEL** | **:** |  | **3 SEMESTER 4** | |
| **CREDIT UNIT** | **:** |  | **3** | |
| **CONTACT HOUR** | **:** |  | **FACE TO FACE** | **: 6 HOURS/WEEK** |
|  |  |  | **NON FACE TO FACE** | **:** |
| **COURSE TYPE** | **:** |  | **VOCATIONAL** | |
| **PREREQUISITE**  **CORE REQUISITE** | **:**  **:** |  | **-**  **-** | |

**COURSE OUTCOMES**

At the end of the course, the students should be able to:-

The outcome of this competency is to enable trainee to perform supervisory skills to support operation according to company’s requirements. Upon completion of this competency unit, trainees will be able to:-

* Confirm facilities and equipment functionality
* Prepare job schedule
* Perform unit meeting / briefing

**COURSE DESCRIPTION**

Application development supervision is a work process of executing administrative responsibilities and to enforce SOP. This competency unit outlines work scope of administrative functions as stipulated in company’s job descriptions and SOP.

The person who is competent in supervisory functions shall be able to confirm facilities and equipment functionality, prepare job schedule and perform unit meeting / briefing.

The outcome of this competency is to enable trainee to perform supervisory skills to support operation according to company’s requirements.

**CONTENT AND LEARNING STANDARDS**

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| **PROGRAM** | **:** | **TEKNOLOGI PENGURUSAN PANGKALAN DATA DAN APLIKASI WEB** |
| **COURSE NAME** | **:** | **APPLICATION DEVELOPMENT SUPERVISION** |
| **CODE NAME** | **:** | **KPD 4033** |

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| **CONTACT HOURS**  **(TRAINING DURATION)** | **CONTENT STANDARD**  **(WORK ACTIVITIES)** | **LEARNING STANDARD**  **(RELATED KNOWLEDGE / APPLIED SKILLS / ATTITUDE / SAFETY / ENVIROMENTAL)** | **PERFORMANCE CRITERIA /**  **ASSESSMENT CRITERIA** |
| **25 HOURS**  **(5 WEEKS)**  Related Knowledge  (10 Hours)  2 Weeks  Applied Skills  (15 Hours)  3 Weeks | **1.0 CONFIRM FACILITIES AND EQUIPMENT FUNCTIONALITY** | **Related knowledge**   1. Type of facilities such as    * Server    * PC 2. Type of equipment such as    * Keyboard    * Mouse    * Printer 3. Facilities and equipment inventory checklist 4. Malfunction/ irregularities of facilities and equipment reporting procedure   **Applied Skills**   1. Check type of facilities and equipment against checklist 2. Ensure facilities and equipment availability 3. Ensure facilities and equipment functions 4. Arrange work order on malfunction of facilities and equipment 5. Follow up status of malfunction facilities and equipment 6. Confirm rectification on malfunction facilities and equipment done 7. Record status of facilities and equipment   *Attitude:*   1. Responsible in assuring facilities and equipment functionality & operability 2. Timely in reporting facilities and equipment status   *Safety/Environment*:  - | **Assessment Criteria**   1. Type of facilities and equipment listed and availability confirmed 2. Facilities and equipment functions specified and described 3. Facilities and equipment inventory checklist updated 4. Malfunction/ irregularities of facilities and equipment recording /reporting procedure followed   **Performance Criteria**   1. Type of facilities and equipment determined as per checklist 2. Facilities and equipment availability & functionality confirmed as per checklist 3. Work requisition on facilities and equipment malfunction raised as per company’s SOP 4. Status of malfunction facilities and equipment followed up 5. Status of facilities and equipment record updated |

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| **CONTACT HOURS**  **(TRAINING DURATION)** | **CONTENT STANDARD**  **(WORK ACTIVITIES)** | **LEARNING STANDARD**  **(RELATED KNOWLEDGE / APPLIED SKILLS / ATTITUDE / SAFETY / ENVIROMENTAL)** | **PERFORMANCE CRITERIA /**  **ASSESSMENT CRITERIA** |
| **30 HOURS**  **(6 WEEKS)**  Related Knowledge  (15 Hours)  3 Weeks  Applied Skill  (15 Hours)  3 Weeks | **2.0 PREPARE JOB SCHEDULE** | **Related knowledge**   1. Scope of work and job specification 2. Type and function of scheduling  * Daily * Weekly * Monthly  1. Job assignment and delegation 2. Duty roster format Standard Operating Procedure (SOP)   **Applied Skills**   1. Determine type and function of scheduling 2. Check scope of work, job descriptions 3. Assign personnel for duty 4. Produce duty roster / jobs schedule   *Attitude:*   1. Attentive to details in preparing duty roster 2. Non-bias in assigning job schedule   *Safety/Environment*:  - | **Assessment Criteria**   1. Scope of work, job descriptions listed and described 2. Number of available personnel specified 3. Assignments confirmed and personnel to undertake job functions listed 4. Duty roster scheduled, formatted and generated   **Performance Criteria**   1. Types and function of scheduling determined as per company’s scheduling procedure 2. Scope of work & job descriptions interpreted as per company’s scheduling procedure 3. Subordinates competency status validated as per operation requirements 4. Number of manpower verified as per staffing record 5. Personnel assigned for duty as per operations requirements 6. Duty roster / jobs schedule generated based on operations requirements |

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| **30 HOURS**  **(6 WEEKS)**  Related Knowledge  (10 Hours)  2 Weeks  Applied Skill  (20 Hours)  4 Weeks | **3.0 PERFORM UNIT MEETING / BRIEFING** | **Related knowledge**   1. Meeting / briefing requirements and preparation  * Procedure & protocols of meeting * Type of meeting * Attendee / participant of meeting * Agenda of meeting * Minutes of meeting * Meeting documentation   **Applied Skills**   1. Identify meeting / briefing requirements 2. Conduct daily staff briefing 3. Conduct unit meeting 4. Comply with briefing / meeting procedure 5. Execute communication outcome / decision   *Attitude:*   1. Organised and systematic in arranging meeting 2. Punctual for meeting 3. Sound decision making while in meeting   *Safety/Environment*: | **Assessment Criteria**   1. Daily staff briefing agenda listed and discussed 2. Meeting protocols and procedure followed 3. Decision on meeting specified and executed   **Performance Criteria**   1. Daily staff briefing conducted as per operation requirement 2. Current operational issues communicated during daily staff briefing 3. Unit meeting conducted as per meeting procedure 4. Agenda of meeting discussed as per meeting procedure 5. Internal communication activities documented for future reference |

**Employability Skills**

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| **Core Abilities** | **Social Skills** |
| 01.01 Identify and gather information.  01.02 Document information procedures or processes.  01.03 Utilise basic IT applications.  02.01 Interpret and follow manuals, instructions and SOP's.  02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.04 Prepare brief reports and checklist using standard forms.  03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area.  03.04 Seek and act constructively upon feedback about work performance.  03.05 Demonstrate safety skills.  03.06 Respond appropriately to people and situations.  03.07 Resolve interpersonal conflicts.  01.04 Analyse information.  02.06 Write memos and letters.  03.08 Develop and maintain a cooperation within work group.  01.07 Utilise database applications to locate and process information.  01.08 Utilise spread sheets applications to locate and process information.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions.  02.11 Convey information and ideas to people.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counselling.  03.13 Develop and maintain team harmony and resolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.15 Liaise to achieve identified outcomes.  03.16 Identify and assess client/customer needs. | 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork |

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| **Tools, Equipment and Materials (TEM)** | |
| **ITEMS** | **RATIO (TEM : Trainees)** |
| 1. Computer with internet and peripherals 2. Office facilities (printer, fax, machine) 3. Sample of work flow chart 4. Sample of company policies and various procedures manual (SOP,transaction, recording,reporting, documentation, facilities waste disposal) 5. Sample of duty roster format 6. Sample of inventory list 7. Training facilities (Audio Visual,rooms , materials/ modules) 8. Sample of Company Key Performance Index (KPI) document 9. Sample appraisal documentation (subordinates list,subordinate profiles, appraisal form) | 1:2  As per requirements  1:1  1:1  1:1  1:1  1:1  As per requirements  1:1 |

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| **REFERENCES** |
| 1. Asgar, J. 2008. The Organizational Role of Supervisors. Las, NV: Practical Management. ISBN: 9781599429694 2. Evans, D. 1999. Supervisory Management: Principles and Practice. London: Continuum. ISBN: 9780826457332 3. Leonard, E.C. 2013. Supervision: Concepts and Practices of Management. Cengage Learning. ISBN: 9781111969790 4. Mosley, D.C. & Pietri, P.H. 2011. Supervisory Management: The Art of Inspiring, Empowering, and Developing People. Cengage Learning. ISBN: 9780538737074 |

**Disediakan oleh:**

**KEMENTERIAN PENDIDIKAN MALAYSIA**

**OCT 2018**