

February 2025 Examination - J07 Supervision in a regulated environment

| Question Number | Syllabus learning outcomes being examined | |
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| 1. | 1.1 | Conduct and competency of managers in scope of the SM&CR regime and T&C requirements as relevant. |
| 2. | 1.5 | Appropriate methods of control and monitoring. |
| 3. | 2.1 | Leadership models and theories, e.g. Belbin, Hersey & Blanchard, McGregor, Covey, Myers Briggs, Tuckman, emotional intelligence, Scouller's three levels of leadership. |
| 4. | 2.2 | Change management and the application of Kotter's eight step change model. |
| 5. | 3.1 | The key methods of communication. |
| 6. | 4.1 | The relationship of recruitment to business needs and elements of employment contracts. |
| 7. | 1.4 4.3 | The knowledge and skill requirements of a manager and the competencies displayed. Competency based interviewing. |
| 8. | 5.1 | Theories of learning e.g. Kolb, Honey and Mumford. |
| 9. | 6.2 | The key features and applications of a counselling process, e.g. Michael Reddy. |
| 10. | 6.4 | The manager's role and responsibilities in coaching, counselling and assessing. |
| 11. | 7.2 | FCA Consumer Duty, Conduct of Business rules and guidance including vulnerable customers. |
| 12. | 8.3 | Key elements of effective management information. |
| 13. | 9.2 | The main approaches and quality standards in use. |
| 14. | 10.1 | Managing unsatisfactory performance. |
| 15. | 10.3 | Disciplinary procedures. |