

Transit Supervisory Certification Program Outline

Basic Data

Program Name: Transit Supervisory Certification

Program Award Level: Technical Certificate

Program Credit Hours: 13 Credit Hours

Program Length: 2 Terms

CIP Code: 52.0209

Description:

The Transit Supervisory Certification TCC will focus on supervision in the transit service sector with special emphasis on supervisory and management skills, and the understanding of organizational principles and procedures. Topics covered will include labor relations, conflict resolution, interpersonal relationship skills and communication skills.

Occupational Analysis

Duty Description

1 Establish Operational Plan

Task Order	Task Description
1	Review organizational mission
2	Review organizational goals and objectives
3	Establish policies and procedures
4	Formalize business plan
5	Secure senior management approval

2 Manage employees

Task Order	Task Description
1	Complete job/staff needs analysis
2	Complete hiring process
3	Conduct business unit orientation/onboarding
4	Create positive atmosphere
5	Measure work performance

Program Outcomes

Order Description

- 1 Planning and decision making: establish goals and identify the best course of action for achieving those goals.
- 2 Staffing: implement organizational policies and procedures for recruiting, interviewing, orienting, training, and assessing performance.
- 3 Leading: apply leadership theories and skills to create a supportive and ethical work environment.

Program Curriculum

Course Number	Courses	Credits
MGMT 1100	Principles of Management	3
MGMT 1110	Employment Law	3
MGMT 2115	Human Resource Management	3
MGMT 2120	Labor Management Relations	3
TRST 1000	Transit Industry Foundations	1
REQUIRED CREDIT HOURS:		13

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