

HRODC Postgraduate Training Institute



A Postgraduate-Only Institution



#026

Modern Quality Systems and ISO 9000

Postgraduate Short Course

Leading To:

DIPLOMA - POSTGRADUATE IN

**Modern Quality Systems and ISO 9000
Double Credit, 60 Credit-Hours**

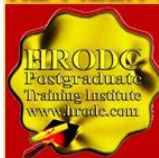
Accumulating to A

Postgraduate Certificate, With 120 Additional Credit-Hours, or A

Postgraduate Diploma, With 300 Additional Credit-Hours

HRODC Postgraduate Training Institute

HQ : 122A Bhylls Lane, Castlecroft, Wolverhampton, West Midlands WV3 8DZ, UK



Prof. Dr. Ronald B. Crawford - Director

PhD (Uni London); M. Ed. M (Bristol); PGCIS (UWL); Adv. Dip. Sc. Ed (Bristol); Dip. Doc.
Res. (Uni Wlv); F.I.M.S.; HR. S. (I.M.S.); Exec. M. AOM; M. AAM; M.I.S.G.S.; M.S.C.O.S.;
M. RG. C.



HRODC POSTGRADUATE TRAINING INSTITUTE

A Postgraduate — Only Institution

Websites:
<https://www.hrodc.com/>
<https://www.hrodc.london>
[postgraduateshortcourses.com/](https://www.postgraduateshortcourses.com/)

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HRODC Postgraduate Training Institute, A Postgraduate-Only Institution


Our UK Government's Verification and Registration

Our Institute is Verified by, and Registered with, the United Kingdom (UK) Register of Learning Providers (UKRLP), of the Department for Education (DfE). Its UK Provider Reference Number (UKPRN) is: **10019585** and might be located at: <https://www.ukrlp.co.uk/>.

Course Coordinator:

Prof. Dr. R. B. Crawford is the Director of HRODC Postgraduate Training Institute, A Postgraduate-Only Institution. He has the following Qualifications and Affiliations:

- Doctor of Philosophy {(PhD) {University College London (UCL) - University of London}};
- MEd Management (University of Bath);
- Postgraduate (Advanced) Diploma Science Teacher Ed. (University of Bristol);
- Postgraduate Certificate in Information Systems (University of West London, formerly Thames Valley University);
- Diploma in Doctoral Research Supervision, (University of Wolverhampton);



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- Teaching Certificate;
- Fellow of the Institute of Management Specialists;
- Human Resources Specialist, of the Institute of Management Specialists;
- Member of the Asian Academy of Management (MAAM);
- Member of the International Society of Gesture Studies (MISGS);
- Member of the Standing Council for Organisational Symbolism (MSCOS);
- Member of ResearchGate;
- Executive Member of Academy of Management (AOM). There, his contribution incorporates the judging of competitions, review of journal articles, and guiding the development of conference papers. He also contributes to the Disciplines of:
 - Human Resources;
 - Organization and Management Theory;
 - Organization Development and Change;
 - Research Methods;
 - Conflict Management;
 - Organizational Behavior;
 - Management Consulting;
 - Gender & Diversity in Organizations; and
 - Critical Management Studies.

Professor Dr. Crawford has been an Academic in the following UK Universities:

- University of London (Royal Holloway), as Research Tutor;
- University of Greenwich (Business School), as Senior Lecturer (Associate Professor), in Organisational Behaviour and Human Resource Management;
- University of Wolverhampton, (Wolverhampton Business School), as Senior Lecturer (Associate Professor), in Organisational Behaviour and Human Resource Management;
- London Southbank University (Business School), as Lecturer and Unit Leader.

His responsibilities in these roles included:

- Doctoral Research Supervisor;
- Admissions Tutor;
- Postgraduate and Undergraduate Dissertation Supervisor;
- Programme Leader;
- Personal Tutor

For Whom This Course is Designed

This Course is Designed For:

- Quality Managers;
- Project Managers;
- Production Managers;
- Production Supervisors;
- Product Engineers;
- Inspectors;
- Line Leaders;
- Production Operators;
- Those with responsibility for implementing quality management systems;
- Those with an interest in quality management systems;
- Those starting their career in quality management.

Classroom-Based Duration and Cost:

Classroom-Based Duration:	10 Days
Classroom-Based Cost:	£10,000.00 Per Delegate

Online (Video-Enhanced) Duration and Cost

Online Duration:	20 Days – 3 Hours Per Day
Online Cost:	£6,700.00 Per Delegate

Classroom-Based Course and Programme Cost includes:

- Free Continuous snacks throughout the Event Days;
- Free Hot Lunch on Event Days;
- Free City Tour;
- Free Stationery;
- Free On-site Internet Access;
- Postgraduate Diploma/ Diploma – Postgraduate –or
- Certificate of Attendance and Participation – if unsuccessful on resit.

Students and Delegates will be given a Selection of our Complimentary Products, which include:

- **Our Branded Leather Conference Folder;**
- **Our Branded Leather Conference Ring Binder/ Writing Pad;**
- **Our Branded Key Ring/ Chain;**
- **Our Branded Leather Conference (Computer – Phone) Bag – Black or Brown;**
- **Our Branded 8-16 GB USB Flash Memory Drive, with Course Material;**
- **Our Branded Metal Pen;**
- **Our Branded Polo Shirt.;**
- **Our Branded Carrier Bag.**

Daily Schedule: 9:30 to 4:30 pm.

Delivery Locations:

- 1. Central London, UK;**
- 2. Dubai, UAE;**
- 3. Kuala Lumpur, Malaysia;**
- 4. Amsterdam, The Netherlands;**
- 5. Brussels, Belgium;**
- 6. Paris, France; and**
- 7. Durban, South Africa;**
- 8. Other International Locations, on request.**

Modern Quality Systems and ISO 9000 Course

Leading to Diploma – Postgraduate – in Modern Quality Systems and ISO 9000

(Double Credit) and 60 Credit-Hours, Accumulating to a Postgraduate Certificate, with 120 Additional Credit-Hours, or a Postgraduate Diploma, with 300 Additional Credit-Hours

Module 1 Modern Quality Systems

Module 1 Objectives

By the conclusion of the specified learning and development activities, delegates will be able to:

- Demonstrate their appreciation for consumer and client demand for quality;
- Demonstrate their awareness of consumers' increasing quality consciousness;
- Exhibit an understanding of the role of Quality Systems in:
 - Creating a positive organisational image;
 - Lowering operational costs;
 - Reducing or averting product or service liability litigation.
- Demonstrate their understanding of 'Modern Control Systems';
- Determine the place of mutual adjustment, as a co-ordinating mechanism within specific organisational settings – determined by their sizes and stages of development, and work process;
- Determine how management information systems support organisational control;
- Determine the cybernetic value of computerised information system in general organisational functioning and specifically management control system;
- Evaluate the impact of a haphazard management accounting system on the overall organisational control mechanism;
- Explain the import conversion export process;
- Apply the concept of equifinality in organisational control;

- Indicate when managerial control should be relaxed, to facilitate organisational development, quality improvement and continuous professional development;
- Establish quality objectives;
- State quality objectives as precisely as possible;
- Set quality objectives in relation to other organisational objectives;
- Relate objectives to specific actions, whenever necessary;
- Pinpoint expected results;
- Specify when goals are expected to be achieved;
- Distinguish between strategic, tactical and operational quality objectives;
- Establish a 'quality-throughput accounting balance';
- Demonstrate how a continuous improvement strategy might be designed and implemented;
- Illustrate how just-in-time system works in practice;
- Establish the difference in 'push' and 'pull' between Just-In-Time (JIT) System and Material Requirement Planning (MRP);
- Demonstrate their understanding of the fundamental differences between JIT and MRP;
- Demonstrate the quality benefits of JIT vs. MRP;
- Indicate the quality issues involved in JIT and MRP;
- Exhibit Their understanding of the Sourcing strategies, which are necessarily employed in JIT and MRP;
- Demonstrate their ability to circumvent problems posed by Single Sourcing;
- Exhibit their understanding of the fundamental tenets of Total Quality Management (TQM);
- Demonstrate their ability to contextualise the following:
 - What is the International Organisation for Standardization (ISO);
 - What '*international standardization*' means;
 - How ISO standards benefit society;
 - The hallmarks of the ISO brand;
 - ISO and world trade;
 - ISO and developing countries;
 - How to recognize an ISO standard;
 - The big, wide world of ISO standards;

- What makes ISO 9000 and ISO 14000 so special;
 - What makes conformity assessment so important;
 - ISO9000 as a quality framework;
 - The ISO 9000 Family;
 - ISO 1400: An Introduction.
- Demonstrate their understanding of the role of the British Standard Institution (BSI) as an International Quality Assessment Body;
- Exhibit their ability to plan, establishing & monitor Quality Systems;
- Exhibit an understanding of the fundamental principles of Total Quality Management (TQM);
- Demonstrate their ability to Implement and Monitoring TQM;
- Demonstrate an understanding of the operational constraints of popular quality systems;
- Illustrate the perceptual value of quality assurance;
- Exhibit their ability to establish quality assurance from quality objectives;
- Demonstrate their ability to Quality Benchmarking;
- Evaluate the standards proposed by internationally acclaimed quality protagonists, such as:
- Philip B. Crosby,
 - W. Edwards Deming,
 - Joseph M. Juran,
 - Shigeo Shingo, and
 - Armand V. Eigenbaum.
- Use quality as a basis for conducting an internal and external environmental analysis;
- Demonstrate their ability to use quality as the basis for conducting a strategic operational review;
- Exhibit their ability to initiate and institutionalise incremental quality improvement;
- Demonstrate their ability to Identify areas for quality improvement;
- Exhibit an understanding of the role of communication for quality improvement;
- Demonstrate their understanding of the role OF Research and Development for Quality Improvement.

Course Contents, Concepts and Issues

M1 – Part 1: Quality Rationale and Information Management

- Quality: A Definition;
- Clients' Quality Consciousness;
- The Law and Development of Quality Assurance;
- Using Quality As A Tool To:
 - Create a Positive Organisational Image;
 - Lower Operational Costs;
 - Reduce or Avert Product or Service Liability Litigation.
- Modern Control Systems;
- Management Information System;
- Computerised Information Systems;
- Information Speed;
- Information Retrieval;
- Management Accounting System.

M1 – Part 2: The Import – Conversion – Export Process and Control Systems (1)

- The Import- Conversion –Export Process;
- The Import Process;
- The Conversion Process;
- The Export Process;
- Operational Control System;
- Service Operation;
- Process Scheduling;
- Loading;
- Sequencing;
- Detailed Scheduling.


M1 – Part 3: The Import – Conversion – Export Process and Control Systems (3)

- Inventory Control;
- Cost Control;
- Quality Control;
- Controlling Utilisation of Organisational Resources;
- Co-Ordinating As a Control Mechanism;
- Mutual Adjustment;
- Direct Supervision;
- Standardisation of Work Process;
- Standardisation of Input-Skills, Knowledge and Attitudes;
- Standardisation of Output;
- Organisational Structure as a Control Function;

M1 – Part 4: Quality Management, Organisational Communication and Decision-making

- Communication Dissemination;
- Decision Making Involvement;
- The 'In' Inventory;
- The 'Out' Inventory;
- The 'JIT' Inventory System;
- The Kanban System;
- Establishing Quality Objectives;
- Stating Precise Objective;
- Setting Quality Objectives In Relation To Other Organisational Objectives;
- Relating Objectives to Specific Actions;
- Pinpointing Expected Results;
- Specifying When Goals Are Expected To Be Achieved;
- Distinguishing Between Strategic, Tactical and Operational Quality Objectives;
- Establishing a 'Quality-Throughput Accounting Balance';

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- Continuous Improvement Programme.

M1 – Part 5: JIT vs MRP, and pertinent Quality Systems

- Just-In-Time (JIT) Compared With Material Requirements Planning (MRP);
- JIT Vs MRP: Component and Material Sourcing Strategy;
- The Quality Benefits of JIT vs. MRP;
- The Quality Issues Involved In JIT and MRP;
- Kaizen or Continuous Improvement;
- Modern Quality Systems;
- The British Standard Institution (BSI) as an International Quality Assessment Body;
- The Fundamental Principles of Total Quality Management (TQM);
- Implementing and Monitoring TQM;
- What is the International Organisation for Standardization (ISO);
- What '*International Standardization*' Means;
- The Hallmarks of the ISO Brand;
- ISO and World Trade;
- ISO and Developing Countries;
- How to Recognize an ISO Standard;
- The Big, Wide World of ISO Standards;
- What Makes ISO 9000 and ISO 14000 So Special;
- What Makes Conformity Assessment So Important;
- The ISO9000 Family;
- ISO 1400: An Introduction;

M1 – Part 6: Planning, Benchmarking, Assurance and Perspectives: Towards Quality Improvement

- Planning, Establishing and Monitoring Quality Systems;
- The Perceptual Value of Quality Assurance
- Establishing Quality Assurance from Quality Objectives;
- Quality Benchmarking;

- Guidelines for Achieving Quality:
 - Philip B. Crosby,
 - W. Edwards Deming,
 - Joseph M. Juran,
 - Shigeo Shingo,
 - Armand V. Eeigenbaum.
- Quality and Internal and External Environmental Analysis;
- Quality and Strategic Operational Review;
- Incremental Quality Improvement;
- Identifying Areas for Quality Improvement;
- Communication for Quality Improvement;
- Research and Development for Quality Improvement.

Module 2 ISO 9000 Quality Systems

Module 2 Course Objectives

By the conclusion of the specified learning and development activities, delegates will be able to:

- Demonstrate an understanding of the importance of quality standards;
- Explain what the International Organization of Standardizations (ISO) represents;
- Exhibit an understanding of the structure of ISO, as an organisation;
- Explain ISO code of ethics;
- Explain the benefits of ISO to organisations;
- Identify the hallmarks of the ISO as a brand;
- Explain ISO's contribution to world trade;
- Exhibit an understanding of the benefits that ISO represents to developing countries;
- Recognise ISO standards;
- Distinguish between ISO 9000 and ISO 1400;
- Determine the elements that constitute the ISO 9000 family;
- Explain clients or customers' quality requirements;

- Demonstrate an understanding of the general regulatory quality requirements;
- Exhibit an understanding of how to enhance client and customer satisfaction;
- Exhibit an understanding of the processes involved in continuous quality improvements;
- Explain at least five of the eight ISO quality principles;
- Name the constituents of ISO 9000:2000 series;
- Demonstrate a significant grasp of the ISO 9000 quality standards, as it pertains to different industry sectors;
- Explain the background to the international working group agreement – IWA 1:2001 and IWA 1:2005, as it pertains to health service organisations;
- Explain the ISO/TS 29001:2003 as it pertains to petroleum petrochemical and natural gas industrial sectors;
- Explain at least 10 ISO 9000 standards, linking them to their specific standards parameter;
- Determine the relationship between performance management and quality improvement in public sector organisations;
- Explain how ISO certification might be achieved;
- Exhibit an understanding of the marketing opportunity that ISO certification represents;
- Suggest the steps that should be taken in preparation for ISO certification assessment; and
- Explain the progress that the ISO's 2005 to 2010 action plan for developing countries has made, suggesting effort towards its enhancement.

Module 2: Course Contents, Concepts and Issues

M2 – Part 1: Quality Standards and the International Organisation for Standardisation (ISO): Enhanced Quality Improvements

- Why Quality Standards Matter;
- What Is the International Organisation for Standardization (ISO);
- ISO Structure;
- ISO Code of Ethics;
- What 'International Standardization' Means;
- How ISO Standards Benefit Society;
- The Hallmarks of the ISO Brand;
- ISO and World Trade;
- ISO and Developing Countries;
- How to Recognize ISO Standards;
- The ISO Standards: An Introduction;
- ISO Standards – ISO 9000 and ISO 1400: An Overview;
- The ISO 9000 Family;
- Objectives of ISO 9000;
- The Clients or Customers' Quality Requirements;
- General Regulatory Quality Requirements;
- Enhancing Client and Customer Satisfaction, Towards Continuous Quality Improvement.

M2 – Part 2: ISO Quality Principles, ISO 9000: 2000; ISO 9004:2000; ISO 19011:2002: Quality Approaches and Guidelines

- ISO Quality Principles:
 - Principle 1 Client or Customer Focus;
 - Principle 2 Leadership;
 - Principle 3 Involvement of People;

- Principle 4 Process Approach;
- Principle 5 Systems Approach;
- Principle 6 Continuous Improvement;
- Principle 7 Factual Approach to Decision Making;
- Principle 8 Mutually Beneficial Supplier Relationships.

➤ **The ISO 9000:2000 Series:**

- ISO 9000:2005 Quality Systems - Fundamentals and Vocabulary;
- ISO 9001:2000 Quality Systems – Requirements;
- ISO 9004:2000 Quality Systems - Guidelines for Performance Improvements;
- ISO 19011:2002 Guidelines for Quality and/or Environmental Systems Auditing.

M2 – Part 3: ISO 9000, The International Workshop Agreement (IWA), Guidelines and Requirements for Other ISO Family Members: Towards Quality Management Effectiveness (1)

- The ISO 9000 Quality Standards;
- IWA 1:2001 to IWA 1:2005 (**International Workshop Agreement**) - Guidelines for Process Improvements In Health Service Organizations;
- IWA 2:2003-Quality Systems - Guidelines for the Application of ISO 9001:2000 in Education;
- IWA 4:2005-Quality Systems -- Guidelines for the Application of ISO 9001:2000 in Local Government;
- ISO Guide 34:2000-General Requirements For The Competence Of Reference Material Producers;
- ISO Guide 34:2000/Cor 1:2003;
- ISO 9000:2005-Quality Management Systems -- Fundamentals and Vocabulary;
- ISO 9001:2000-Quality Management Systems – Requirements;
- ISO 9004:2000-Quality Management Systems -- Guidelines for Performance Improvements;
- ISO 10002:2004-Quality Management -- Customer Satisfaction -- Guidelines for Complaints Handling In Organizations;

- ISO 10005:2005-Quality Management Systems -- Guidelines for Quality Plans;
- ISO 10006:2003-Quality Management Systems -- Guidelines for Quality Management In Projects;
- ISO 10007:2003-Quality Management Systems -- Guidelines for Configuration Management.

Guidelines and Requirements for Other ISO Family Members: Towards Quality Management Effectiveness (2)

- ISO 10012:2003-Measurement Management Systems -- Requirements for Measurement Processes and Measuring Equipment;
- ISO/TR 10013:2001-Guidelines for Quality Management System Documentation;
- ISO/TR 10014:1998-Guidelines for Managing the Economics of Quality;
- ISO 10015:1999-Quality Management -- Guidelines for Training;
- ISO/TR 10017:2003-Guidance on Statistical Techniques for ISO 9001:2000;
- ISO 10019:2005-Guidelines for the Selection of Quality Management System Consultants and Use of Their Services;
- ISO/TR 13352:1997-Guidelines for Interpretation of ISO 9000 Series for Application within the Iron Ore Industry;
- ISO 13485:1996-Quality Systems -- Medical Devices -- Particular Requirements for the Application of ISO 9001;
- ISO 13485:2003-Medical Devices -- Quality Management Systems -- Requirements for Regulatory Purposes;
- ISO 13488:1996-Quality Systems -- Medical Devices -- Particular Requirements for the Application of ISO 9002;
- ISO 14964:2000-Mechanical Vibration and Shock -- Vibration of Stationary Structures -- Specific Requirements for Quality Management in Measurement and Evaluation of Vibration.

M2 – Part 4: ISO 9000, The International Workshop Agreement (IWA),

- ISO 10012:2003-Measurement Management Systems -- Requirements for Measurement Processes and Measuring Equipment;
- ISO/TR 10013:2001-Guidelines for Quality Management System Documentation;
- ISO/TR 10014:1998-Guidelines for Managing the Economics of Quality;
- ISO 10015:1999-Quality Management -- Guidelines for Training;
- ISO/TR 10017:2003-Guidance on Statistical Techniques for ISO 9001:2000;
- ISO 10019:2005-Guidelines for the Selection of Quality Management System Consultants and Use of Their Services;
- ISO/TR 13352:1997-Guidelines for Interpretation of ISO 9000 Series for Application within the Iron Ore Industry;
- ISO 13485:1996-Quality Systems -- Medical Devices -- Particular Requirements for the Application of ISO 9001;
- ISO 13485:2003-Medical Devices -- Quality Management Systems -- Requirements for Regulatory Purposes;
- ISO 13488:1996-Quality Systems -- Medical Devices -- Particular Requirements for the Application of ISO 9002;
- ISO 14964:2000-Mechanical Vibration and Shock -- Vibration of Stationary Structures -- Specific Requirements for Quality Management in Measurement and Evaluation of Vibration.

M2 – Part 5: ISO 9000, The International Workshop Agreement (IWA), Guidelines and Requirements for Other ISO Family Members: Towards Quality Management Effectiveness (3)

- ISO/TR 14969:2004-Medical Devices -- Quality Management Systems -- Guidance on the Application Of ISO 13485: 2003;
- ISO 15161:2001-Guidelines on the Application of ISO 9001:2000 for the Food and Drink Industry;
- ISO 15189:2003-Medical Laboratories -- Particular Requirements for Quality and Competence;

- ISO/TS 16949:2002-Quality Management Systems -- Particular Requirements for the Application of ISO 9001:2000 for Automotive Production and Relevant Service Part Organizations;
- ISO 19011:2002-Guidelines for Quality and/or Environmental Management Systems Auditing;
- ISO/TS 19218:2005-Medical Devices -- Coding Structure for Adverse Event Type and Cause;
- ISO 22870:2006-Point-Of-Care Testing (POCT) -- Requirements for Quality and Competence.

M2 – Part 6: Quality Standards for Petroleum and Natural Gas, Software, and Customer Care; Audit, Gap Analysis, and Certification: Enhancing Business and Organisational Improvement

- ISO/TS 29001:2003-Petroleum, Petrochemical and Natural Gas Industries -- Sector-Specific Quality Management Systems -- Requirements for Product and Service Supply Organizations;
- ISO/IEC 90003:2004-Software Engineering -- Guidelines for the Application of ISO 9001:2000 to Computer Software;
- ISO 9001:2000 Goals;
- Identifying Goals;
- Identifying Role Expectations;
- Applying the ISO 9000 Family of Standards in Your Organisation;
- Establish Your Current Status; Determine the Gaps between Your Quality Management System and the Requirements of ISO 9001:2000;
- Determine the Processes That Are Needed To Supply Products to Your Customers or Clients;
- Developing a Plan to Close the Gaps in the Processes;
- Carrying Out Your Plan;
- Undergoing Periodic Internal Assessment;
- Demonstrating Organisational or Departmental Conformity to Quality Standards;
- Importance of Conformity Assessment;
- Undergoing Independent Audit;

- Continuous Organisational or Business Improvement;
- Maintaining the Benefits and Continuous Improvement;
- ISO Certification;
- Publicising ISO Certification;
- Preparing For the ISO Certification Assessment;
- Maintaining Certification;
- Performance Management as a Quality Instrument;
- ISO's 2005-2010 Action Plans for Developing Countries.

Postgraduate Diploma, Postgraduate Certificate, and Diploma – Postgraduate - Short Course Regulation

Postgraduate Certificate, Postgraduate Diploma, and Diploma – Postgraduate: Their Distinction, Credit Value and Award Title

Postgraduate Short Courses of a minimum of five days' duration, are referred to as Diploma – Postgraduate. This means that they are postgraduate credits, towards a Postgraduate Certificate and Postgraduate Diploma. Postgraduate Certificate and Postgraduate Diploma represent Programmes of Study, leading to Awards bearing their title prefixes. While we, refer to our short studies, of 5 days to five weeks, as 'Courses', those with duration of 6 weeks and more are labelled 'Programmes'. Nevertheless, in line with popular usage, we often refer to all study durations as 'Courses'. Another mark of distinction, in this regard, is that participants in a short course are referred to as 'Delegates', as opposed to the term 'Students', which is confined to those studying a Postgraduate Programme.

Courses are of varying Credit-Values; some being Single-Credit, Double-Credit, Triple-Credit, Quad-Credit, 5-Credit, etc. These short courses accumulate to Postgraduate Certificate, with a total of 180 Credit-Hours (= 6 X 5-Day Courses or 3 X 10-Day Courses), or Postgraduate Diploma, with a total of 360 Credit-Hours (= 12 X 5-Day Courses or 6 X 10-Day Courses).

Delegates studying courses of 5-7 days' duration, equivalent to 30-42 Credit-Hours (Direct Lecturer Contact), will, on successful assessment, receive the Diploma – Postgraduate

Modern Quality Systems and ISO 9000 Course, Leading to Diploma Postgraduate - in Modern Quality Systems and ISO 9000 (Double Credit), and 60 Credit-Hours, Accumulating to A Postgraduate Certificate, with 120 Additional Credit-Hours, a Postgraduate Diploma, with -300 Additional Credit-Hours Award. This represents a single credit at Postgraduate Level. While 6-day and 7-day courses also lead to a Diploma – Postgraduate, they accumulate 36 and 42 Credit Hours, respectively.

Postgraduate Certificate, Postgraduate Diploma, and Diploma – Postgraduate Assessment Requirement

Because of the intensive nature of our courses and programmes, assessment will largely be in-course, adopting differing formats. These assessment formats include, but not limited to, in-class tests, assignments, end of course examinations. Based on these assessments, successful candidates will receive the Diploma – Postgraduate, Postgraduate Certificate, or Postgraduate Diploma, as appropriate.

In the case of Diploma – Postgraduate, a minimum of 70% overall pass is expected. In order to receive the Awards of Postgraduate Certificate and Postgraduate Diploma, candidates must have accumulated at least the required minimum 'Credit-Hours', with a pass (of 70% and above) in at least 70% of the courses taken.

Delegates and students who fail to achieve the requirement for Postgraduate Certificate, Postgraduate Diploma, or Diploma - Postgraduate - will be given support for 2 re-submissions for each course. Those delegates who fail to achieve the assessment requirement for the Postgraduate Diploma or Diploma - Postgraduate - on 2 resubmissions, or those who elect not to receive them, will be awarded the Certificate of Attendance and Participation.

Diploma – Postgraduate, Postgraduate Certificate, and Postgraduate Diploma Application Requirements

Applicants for Diploma – Postgraduate – Postgraduate Certificate, and Postgraduate Diploma are required to submit the following documents:

- Completed Postgraduate Application Form, including a passport sized picture affixed to the form;
- A copy of Issue and Photo (bio data) page of the applicant's current valid passport or copy of his or her Photo-embedded National Identity Card;

- Copies of credentials mentioned in the application form.

Admission and Enrolment Procedure

- On receipt of all the above documents we will assess applicants' suitability for the Course or Programme for which they have applied;
- If they are accepted on their chosen Course or Programme, they will be notified accordingly and sent Admission Letters and Invoices;
- One week after the receipt of an applicant's payment or official payment notification, the relevant Course or Programme Tutor will contact him or her, by e-mail or telephone, welcoming him or her to HRODC Postgraduate Training Institute;
- Those intending to study in a foreign country, and require a Visa, will be sent the necessary immigration documentation, to support their application;
- Applicants will be notified of the dates, location and venue of enrolment and orientation, where appropriate.

Modes of Study and Duration of Postgraduate Certificate and Postgraduate Diploma Programmes

There are two delivery formats for Postgraduate Certificate and Postgraduate Diploma Programmes, as follows:

1. Intensive Full-time (Classroom-Based) Mode, lasting 3 months for Postgraduate Diploma, and 6 weeks for Postgraduate Certificate. These durations are based on six hours' lecturer-contact per day, five days (30 hours) per week, for Postgraduate Diploma;
2. Video-Enhanced On-Line Mode. This interactive online mode lasts twenty (20) weeks, for Postgraduate Diploma, and ten (10) weeks for Postgraduate Certificate. Our calculation is based on three hours per day, six days per week.

Whichever study mode is selected, the aggregate of 360 Credit Hours must be achieved.

Introducing Our Video-Enhanced Online Study Mode

In a move away from the traditional online courses and embracing recent developments in technology-mediated distance education, HRODC Postgraduate Training Institute has introduced a Video-Enhanced Online delivery. This Online mode of delivery is revolutionary and, at the time of writing, unique to HRODC Postgraduate Training Institute.

You are taught as individuals, on a one-to-one or one-to-small-group basis. You see the tutor face to-face, for the duration of your course. You will interact with the tutor, ask and address questions; sit examinations in the presence of the tutor. It is as real as any face-to-face lecture and seminar can be. Choose from a wide range of Diploma – Postgraduate Courses and an increasing number of Specialist Postgraduate Certificate and Postgraduate Diploma Programmes. You might also accumulate Postgraduate Short Courses, via this mode of study, over a 6-year period, towards a Postgraduate Certificate or Postgraduate Diploma.

Key Features of Our Online Study: Video-Enhanced Online Mode

- The tutor meets the group and presents the course, via Video, in a similar way to its classroom-based counterpart;
- All participants are able to see, and interact with, each other, and with the tutor;
- They watch and discuss the various video cases and demonstrations that form an integral part of our delivery methodology;
- Their assessment is structured in the same way as it is done in a classroom setting;
- The Video-Enhanced Online mode of training usually starts on the 1st of each month, with the cut-off date being the 20th of each month, for inclusion the following month;
- Its duration is twice as long as its classroom-based counterpart. For example, a 5-day (30 Credit Hours) classroom-based course will last 10 days, in Video-Enhanced Online mode. This calculation is based on 3 hours tuition per day, adhering to the Institute's required 30 Credit-Hours;
- The cost of the Video-Enhanced Online mode is 67% of similar classroom-based courses;

- For example, a 5-day classroom-based course, which costs Five Thousand Pounds, is only Three Thousand Three Hundred and Fifty Pounds (£3,350.00) in Video-Enhanced Online Mode.

10-Week Video-Enhanced Online Postgraduate Certificate and 20-Week Video-Enhanced Online Postgraduate Diploma

You might study an Online Postgraduate Certificate or Online Postgraduate Diploma, in 10 and 20 weeks, respectively, in the comfort of your office or homes, through HRODC Postgraduate Training Institute's Video-Enhanced Online Delivery. We will deliver the 180 Credit-Hours and 360 Credit-Hours, in line with our regulation, through 'Direct-Lecturer-Contact', within the stipulated timeframe. We aim to fit the tuition around your work, family commitment and leisure, thereby enhancing your maintenance of an effective 'work-study-life-style balance', at times convenient to you and your appointed tutor.

Cumulative Postgraduate Certificate and Postgraduate Diploma Courses


All short courses can accumulate to the required number of Credit-Hours, for the Postgraduate Certificate and Postgraduate Diploma, over a six-year period from first registration and applies to both general and specialist groupings. In this regard, it is important to note that short courses vary in length, the minimum being 5 days (Diploma – Postgraduate) – equivalent to 30 Credit Hours, representing one credit, as is tabulated below.

On this basis, the definitive calculation on the Award requirement is based on the number of hours studied (aggregate credit-value), rather than merely the number of credits achieved. This approach is particularly useful when a student or delegate studies a mixture of courses of different credit-values.

For those delegates choosing the accumulative route, it is advisable that at least one or two credits be attempted each year. This will ensure that the required 180 Credit-Hours and 360 Credit-Hours, for the Postgraduate Certificate and Postgraduate Diploma, respectively, are

Modern Quality Systems and ISO 9000 Course, Leading to Diploma Postgraduate - in Modern Quality Systems and ISO 9000 (Double Credit), and 60 Credit-Hours, Accumulating to A Postgraduate Certificate, with 120 Additional Credit-Hours, a Postgraduate Diploma, with -300 Additional Credit-Hours achieved, within the designated period. These Credit-Values, awards and their accumulation are exemplified below.

Examples of Postgraduate Course Credits: Their Value, Award Prefix & Suffix – Based on 5-Day Multiples		
Credit Value	Credit Hours	Award Title Prefix (& Suffix)
Single-Credit	30-54	Diploma - Postgraduate
Double-Credit	60-84	Diploma – Postgraduate (Double-Credit)
Triple-Credit	90-114	Diploma – Postgraduate (Triple-Credit)
Quad-Credit	120-144	Diploma – Postgraduate (Quad-Credit)
5-Credit	150-174	Diploma – Postgraduate (5-Credit)
6-Credit	180-204	Postgraduate Certificate
7-Credit	210-234	Postgraduate Certificate (+ 1 Credit)
8-Credit	240-264	Postgraduate Certificate (+2 Credits)
9-Credit	270-294	Postgraduate Certificate (+3 Credits)
10-Credit	300-324	Postgraduate Certificate (+ 4 Credits)
11-Credit	330-354	Postgraduate Certificate (+5 Credits)
12-Credit	360	Postgraduate Diploma
360 Credit-Hours = Postgraduate Diploma		
12 X 5-Day Courses = 360 Credit-Hours = Postgraduate Diploma		
10 X 6-Day Courses = 360 Credit-Hours = Postgraduate Diploma		



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Exemplification of Accumulated Postgraduate Certificate and Postgraduate Diploma Award Titles

All Specialist Postgraduate Certificate and Postgraduate Diploma Programmes have their predetermined Award Titles. Where delegates do not follow a Specialism, for accumulation to a Postgraduate Diploma, they will normally be Awarded a General Award, without any Specialist Award Title. However, a Specialist Award will be given, where a delegate studies at least seventy percent (70%) of his or her courses in a specialist grouping. These are exemplified below:

- 1. Postgraduate Diploma in Accounting and Finance;**
- 2. Postgraduate Certificate in Accounting and Finance;**
- 3. Postgraduate Certificate in Aviation Management;**
- 4. Postgraduate Diploma in Aviation Management;**
- 5. Postgraduate Certificate in Industrial Health and Safety Management, Incorporating Oil and Gas Safety;**
- 6. Postgraduate Diploma in Industrial Health and Safety Management, Incorporating Oil and Gas Safety;**
- 7. Postgraduate Certificate in Business Communication;**
- 8. Postgraduate Diploma in Business Communication;**
- 9. Postgraduate Certificate in Corporate Governance;**
- 10. Postgraduate Diploma in Corporate Governance;**
- 11. Postgraduate Certificate in Costing and Budgeting;**
- 12. Postgraduate Diploma in Costing and Budgeting;**
- 13. Postgraduate Certificate in Client or Customer Relations;**
- 14. Postgraduate Diploma in Client or Customer Relations;**
- 15. Postgraduate Certificate in Engineering and Technical Skills;**
- 16. Postgraduate Diploma in Engineering and Technical Skills;**
- 17. Postgraduate Certificate in Events Management;**
- 18. Postgraduate Diploma in Events Management;**
- 19. Postgraduate Certificate in Health and Safety Management;**

- 20. Postgraduate Diploma in Health and Safety Management;**
- 21. Postgraduate Certificate in Health Care Management;**
- 22. Postgraduate Diploma in Health Care Management;**
- 23. Postgraduate Certificate in Human Resource Development;**
- 24. Postgraduate Diploma in Human Resource Development;**
- 25. Postgraduate Certificate in Human Resource Management;**
- 26. Postgraduate Diploma in Human Resource Management;**
- 27. Postgraduate Certificate in Information and Communications Technology (ICT);**
- 28. Postgraduate Diploma in Information and Communications Technology (ICT);**
- 29. Postgraduate Certificate in Leadership Skills;**
- 30. Postgraduate Diploma in Leadership Skills;**
- 31. Postgraduate Certificate in Law – International and National;**
- 32. Postgraduate Diploma in Law – International and National;**
- 33. Postgraduate Certificate in Logistics and Supply Chain Management;**
- 34. Postgraduate Diploma in Logistics and Supply Chain Management;**
- 35. Postgraduate Certificate in Management Skills;**
- 36. Postgraduate Diploma in Management Skills;**
- 37. Postgraduate Certificate in Maritime Studies;**
- 38. Postgraduate Diploma in Maritime Studies;**
- 39. Postgraduate Certificate in Oil and Gas Operation;**
- 40. Postgraduate Diploma in Oil and Gas Operation;**
- 41. Postgraduate Certificate in Oil and Gas Accounting;**
- 42. Postgraduate Diploma in Oil and Gas Accounting;**
- 43. Postgraduate Certificate in Politics and Economic Development;**
- 44. Postgraduate Diploma in Politics and Economic Development;**
- 45. Postgraduate Certificate in Procurement Management;**
- 46. Postgraduate Diploma in Procurement Management;**
- 47. Postgraduate Certificate in Project Management;**

- 48. Postgraduate Diploma in Project Management;**
- 49. Postgraduate Certificate in Public Administration;**
- 50. Postgraduate Diploma in Public Administration;**
- 51. Postgraduate Certificate in Quality Management;**
- 52. Postgraduate Diploma in Quality Management;**
- 53. Postgraduate Certificate in Real Estate Management;**
- 54. Postgraduate Diploma in Real Estate Management;**
- 55. Postgraduate Certificate in Research Methods;**
- 56. Postgraduate Diploma in Research Methods;**
- 57. Postgraduate Certificate in Risk Management;**
- 58. Postgraduate Diploma in Risk Management;**
- 59. Postgraduate Certificate in Sales and Marketing;**
- 60. Postgraduate Diploma in Sales and Marketing;**
- 61. Postgraduate Certificate in Travel, Tourism and International Relations;**
- 62. Postgraduate Diploma in Travel, Tourism and International Relations.**

The actual courses studied will be detailed in a student or delegate's Transcript.

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Prof. Dr. Ronald B. Crawford
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