HRODC Postgraduate Training Institute

A Postgraduate-Only Institution

#099

Time Management and Client or Customer Care

Postgraduate Short Course

Leading To:

DIPLOMA - POSTGRADUATE IN

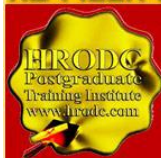**Time Management and Client or Customer Care Double Credit, 60 Credit-Hours**

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

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);

➢ 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:

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.**

Time Management and Client or Customer Care Course

Leading to Diploma – Postgraduate – in Time Management and Client or Customer Care (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
Time Management

Course Objectives

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

> Determine how efficient time management increases work effectiveness and productivity;

> Develop a personal approach in using your time in the most productive way

> Implement techniques for minimising disruptions;

➢ Understand the underlying principles of "time" in an organisational wide context;

➢ Appreciate the importance of time management;

➢ Know the difference between being "busy" and "productive";

➢ Identify time wasters and adopt strategies for eliminating them;

➢ Make use of the different time management tools to increase their work effectiveness and productivity;

➢ Develop ways to maximise their personal effectiveness;

➢ Understand the difference between important and urgent activities/works;

➢ Learn how to diffuse the impact of others;

➢ Adopt appropriate strategies for dealing with interruptions;

➢ Learn how to handle interruptions constructively;

➢ Learn how assert themselves politely and calmly;

➢ Know how to refuse unreasonable requests in the proper manner;

➢ Specify and explain the four D's in time management;

➢ Use effective delegation techniques at the workplace;

➢ Decide which items can be delegated;

➢ Adopt effective delegation techniques;

➢ Know how to properly delegate task;

➢ Relate the concept of Maslow's Hierarchy of Needs with effective time management;

➢ Explain the pickle jar theory;

➢ Apply the Pareto Principle (80/20 rule) to time management issues;

➢ Explain the concept of Eisenhower method;

➢ Discuss POSEC Method in relation to time management;

➢ Recognise the variety of causes of procrastination and apply relevant techniques to overcome them;

➢ Identify time bandits and devise strategies for dealing with them;

➢ Understand the concept of multitasking;

➢ Suggest ways to manage multiple tasks;

➢ Meet tight deadlines with time to spare;

➢ Beat work related stress;

➢ Gain a balance between professional goals and personal time;

➢ Devise ways to avoiding time crunches;

➢ Formulate strategies in handling unexpected job emergencies;

➢ Enumerate the benefits of effective time management;

➢ Specify the effects of poor time management;

➢ Ascertain their respective goals/objectives;

➢ Realise the importance of goals;

➢ Develop useful techniques for setting and achieving goals;

➢ Determine how goal setting can lead to proper time management;

➢ Set realistic goals through SMART method;

➢ Identify their professional goals and personal time;

➢ Name the different planning tools;

➢ Devise their personal planner;

➢ Develop your own individualised plan of action.to maximise their use of time;

➢ Use practical techniques for organising work;

➢ Handle e-mails, task and calendar systematically;

➢ Manage information flow and retrieval process;

➢ Deal with information overload;

➢ Devise an organized and systematic schedule and handle it properly;

➢ Develop their personal "To-Do List";

➢ Explain the concept of batching technique and its relationship to time management;

➢ Learn how to utilize their gap times;

➢ Manage projects in a systematic way;

➢ Adopt an effective follow-up system in the workplace;

➢ Develop and maintain a good time management habit;

➢ Plan to make the best use of the time available through the art of effective scheduling;

➢ Learn the step-by-step process in making effective schedule;

➢ Understand the underlying concept of the prioritisation grid;

➢ Prioritise 'urgent' and 'important' activities;

➢ Explain the time management matrix;

➢ Develop their personal ABC123 prioritised planning;

➢ Learn how to prioritise using decision matrices;

➢ Learn how to maintain their responsibility;

- ➢ Know how most managers apportioned their time;

- ➢ Enumerate the different time management tips for managers;

- ➢ Manage resources more efficiently;

- ➢ Conduct an efficient workload analysis;

- ➢ Learn how to manage their workloads more effectively;

- ➢ Ascertain how to work with disorganised colleagues;

- ➢ Specify and explain the four D's in time management;

- ➢ Use effective delegation techniques at the workplace;

- ➢ Decide which items can be delegated;

- ➢ Adopt effective delegation techniques;

- ➢ Know how to properly delegate task;

- ➢ Create an effective agenda that will keep the meeting on the track;

- ➢ Realise the importance of agenda;

- ➢ Specify the steps for running productive and effective meeting;

- ➢ Distinguish groupthink from teamthink;

- ➢ Reduce time spent in meetings yet contribute more effectively;

- ➢ Identify the different meeting menaces and learn how to deal with them;

- ➢ Ascertain the possible causes and effects of meeting mismanagement;

- ➢ Solve problems through the trading game scenario.

Course Contents, Concepts and Issues

M1. Part 1: Time Management

- ➢ Time Management Defined;

- ➢ Time in an Organisational Wide Context: Acting in Time;

- ➢ The Cost of Time;

- ➢ Time Management Tools;

- ➢ Maximising Personal Effectiveness;

- ➢ Busy vs. Productive;

- ➢ Time Wasters/Time Robbers/Time Stealers/Time Bandits;

- ➢ Managing Time Wasters/Time Robbers/Time Stealers/Time Bandits;

- ➢ Combating Procrastination;

- ➢ Diffusing the Impact of Others:

  - ● Handling Interruptions Constructively;

  - ● Asserting Yourself Politely and Calmly;

  - ● Conquering Overcommitment (Learn to say, "No").

M1.Part 2: Contextualising Time Management

- ➢ The Four D's of Time Management:

  - ● Do;

  - ● Delegate:

    - ♦ Tasks Which Should Be Delegated;

    - ♦ Effective Delegation Techniques;

    - ♦ How to Delegate.

  - ● Dump;

  - ● Defer.

- ➢ Managing Multiple Task and Deadlines;

- ➢ Combating Work Related Stress;

- ➢ Balancing Personal and Professional Life;

- ➢ Avoiding Time Crunches;

- ➢ Handling Unexpected Job Emergencies;

- ➢ Human Multitasking;

- ➢ Benefits of Effective Time Management;

- ➢ Effects of Poor Time Management;

- ➢ Time Management Theories:

  - ● Maslow's Hierarchy of Needs;

  - ● The Pickle Jar Theory;

  - ● Pareto Principle or 80/20 Rule;

  - ● Eisenhower Method;

  - ● POSEC Method.

M1.Part 3: Setting Goals/Objectives, Planning and Getting Organised

- ➢ Setting Goals and Objectives:
  - What You Want to Achieve;
  - Importance of Goal;
  - Setting Realistic Goals Through SMART Method;
  - Techniques for Setting and Achieving Goals.
- ➢ Planning:
  - Management and Planning Tools;
  - Using a Planner;
  - Developing Action Plan.
- ➢ Getting Organised:
  - Organising Your Workspace, Files and Folders;
  - E-mail, Task and Calendar Managing;
  - Information Flow and Retrieval Process;
  - Information Overload;
  - Schedule Management:
    - Scheduling to Create Work/Life Balance;
    - Creating Dynamic "To-Do List";
    - Reducing Mental Clutter.
- ➢ The Batching Technique;
- ➢ Utilise Time Gaps;
- ➢ Effective Follow-up System;
- ➢ Developing Time Management Habit.

M1. Part 4: Scheduling, Prioritising and Time Management Application

- ➢ Scheduling:
    - Effective Scheduling;
    - Steps in Scheduling.

- ➢ Prioritising:
    - The Prioritisation Grid;
    - Important vs. Urgent;
    - Time Management Matrix (Covey's Four Quadrant Matrix);
    - To-Do List;
    - ABC123 Prioritised Planning;
    - Decision Matrix.

- ➢ Time Management and Manager:
    - How Most Managers Apportioned Their Time;
    - Time Management Tips for Managers;
    - Effective Resource Management;
    - Workload Analysis;
    - Managing Workload;
    - Managing Disorganised Staffs.

M1. Part 5: Achieving Effective Time Management through Proper Meeting Management

- ➢ Meeting Management:
    - Creating an Effective Agenda;
    - Importance of Agenda;
    - Steps For Productive and Effective Meeting;
    - Groupthink;
    - Teamthink;
    - Reducing Time Spent on Meeting;
    - Meeting Menaces:

- The Waffler;
- The Turf Warrior;
- The Assassin;
- The Dominator;
- The Interrupter.
  - Meeting Mismanagement.
- Trading Game Scenario.

Module 2
Client or Customer Care

Course Objectives

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

- Demonstrate an understanding of value of front-line staff to organisational effectiveness;
- Exhibit competence in fundamental aspects of customer/ client service - incorporating sensitivity to clients' needs;
- Exhibit a 'functional' level of interpersonal relationship;
- Communicate effectively with clients, colleagues, juniors and managers;
- Demonstrate an understanding of the legal framework of client service;
- Recall fundamental elements of the *'Sale of Goods Act 1979';*
- Recall the obligations of the retailer/ service provider under the 'Sale of Goods Act 1979';
- Recall the obligation of the producer of goods and service, under the 'Sale of Goods Act 1979';
- Demonstrate their ability to remain calm and courteous during unpleasant situations such as an encounter with an irate client;
- Exhibit an understanding of the functioning of a 'client-driven organisation';
- Exhibit an awareness of the high standard of service, which each client anticipates;

➢ Demonstrate their ability to initiate improvements in client service;

➢ Assist clients in solving their problems relating to products and service;

➢ Illustrate their ability to manage internal and external customer/client care environments;

➢ Demonstrate their expertise in leading a customer/client care team;

➢ An understanding of the fundamentals of leadership and management;

➢ Exhibit leadership in dealing with 'the irate customer/ client';

➢ Provide examples of the legal application of 'Fitness For Purpose';

➢ Demonstrate their ability to contribute to the maintenance of customer/ client loyalty;

➢ Illustrate their understanding of the need to Empower Front-line Staff to Redress 'Dissatisfactory Client/ Customer Situations';

➢ Exhibit a willingness to seek help and advice from colleagues and managers, when faced with difficult situations;

➢ Appreciate the need to maintain a 'generalised client/ customer information system';

➢ Recall the obligation of the service provider/ product retailer, and manufacturer under *The Supply of Goods and Services Act 1982;*

➢ Determine what constitutes a 'non-binding' contract, under The *Unfair Terms in Consumer Contracts Regulations 1999;*

➢ Suggest the role of the Office of Fair Trading (OFT), in dealing with consumers' complaints under *The Unfair Terms in Consumer Contracts Regulations 1999;*

➢ Indicate The Powers of the Office of Fair Trading, under the *Unfair Terms in Consumer Contract Regulations 1999;*

➢ Determine The role of Trading Standards in dealing with consumer complaints;

➢ Recall important points of law in the *Unfair Terms in Consumer Contract Regulations 1999.*

Course Contents, Concepts and Issues

- ➢ Who is a 'front-line staff'?;
- ➢ Who has customer/ client-relation and customer/ client-relation responsibility?;
- ➢ Value of front-line staff to organisational effectiveness;
- ➢ Features of a Client-Driven Organisation;
- ➢ Internal & External Factors Influencing Client Behaviour;
- ➢ Client Motivation;
- ➢ Responsibility of the service provider/ goods retailer, and manufacturer under The Supply of Goods and Services Act 1982;
- ➢ How Can We Assure Clients That They Are Getting a Good Deal?;
- ➢ Working Towards Clients' Continued Accessing of Service;
- ➢ The 'Sale of Goods Act';
- ➢ Legal Interpretation of 'Fitness For Purpose';
- ➢ Sensitisation & Client Needs: Role Transposition;
- ➢ What To Know About Your Clients;
- ➢ Maintaining a Generalised Client Information System;
- ➢ Dealing With Sensitive Situations: Confidentiality VS Disclosure;
- ➢ Dealing With an Irate Client: Understanding Clients' Frustration;
- ➢ Improving Worker-Client Relation;
- ➢ Dealing with 'the irate customer/ client;
- ➢ Communication: Perfecting 'The Approach' &Offering Assistance;
- ➢ Contributing to the maintenance of customer/ client loyalty;
- ➢ Empowering Front-line Staff to Redress 'Dissatisfactory Client/ Customer Situations';
- ➢ Seeking help and advice from colleagues and managers, when faced with difficult situations;
- ➢ Dealing with conflict between client/ customer and front-line staff;
- ➢ The responsibility of service provider/ goods retailer under *The Sale and Supply of Goods to Consumers Regulations 2002;*
- ➢ Client Service: The Legal Environment;

➢ Obligations of the Retailer/ Service Provider under the 'Sale of Goods Act 1979';

➢ The Responsibility of Service Provider/ Goods Retailer under *the Sale and Supply of Goods to Consumers Regulations 2002;*

➢ The *Unfair Terms in Consumer Contract Regulations 1999;*

➢ What Constitutes a 'Non-Binding' Contract, Under the *Unfair Terms in Consumer Contracts Regulations 1999;*

➢ The Role of the Office of Fair Trading (OFT) In Dealing with Consumers' Complaints under *the Unfair Terms in Consumer Contracts Regulations 1999;*

➢ The Powers of the Office of Fair Trading, Under the Unfair Terms in Consumer Contract *Regulations 1999*s;

➢ The Role of Trading Standards in Dealing with Consumer Complaints.

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

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.

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 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.

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.

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 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)

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.

Examples of Postgraduate Course Credits:
Their Value, Award Prefix & Suffix – Based on 5-Day Multiples

Credit Value	Credit Hours	Award Title Prefix (& Suffix)
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

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;**

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.

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 n 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.

Service Contract, incorporating Terms and Conditions

Click, or copy and paste the URL, below, into your Web Browser, to view our Service Contract, incorporating Terms and Conditions.

https://www.hrodc.com/Service_Contract_Terms_and_Conditions_Service_Details_Delivery_Point_Period_Cancellations_Extinuating_Circumstances_Payment_Protocol_Location.htm

The submission of our application form or otherwise registration by of the submission of a course booking form or e-mail booking request is an attestation of the candidate's subscription to our Policy Terms and Conditions, which are legally binding.

Prof. Dr. Ronald B. Crawford
Director
HRODC Postgraduate Training Institute

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.