

HRODC Postgraduate Training Institute

 **A Postgraduate - Only Institution**



228

Enterprise Risk Management, Modern Quality Systems, and ISO 9000

Course or Seminar

Leading To:

DIPLOMA - POSTGRADUATE IN Enterprise Risk Management and Modern Quality Systems, and ISO 9000 (6-Credit)

Accumulating to

POSTGRADUATE DIPLOMA

A Division of HRODC Ltd. UK Reg. No. 6088763. V.A.T. Reg. No. 8958 765 38
Prof. Dr. R.E. Crawford - Director HRODC Postgraduate Training Institute

PhD (London), MEd.M. (Bath), Adv. Dip. Ed. (Bristol), PGCE (TVU), ITE (JMB), MAAM, MAOM, LESAM, MBCCS, WISES, Visiting Prof. P.U.P.

Registered with the UK Register of Learning Providers
(UKRLP), Department for Business, Innovation and
Skills (BIS), formerly Department of Innovation,
Universities and Skills (DIUS).



UKELP Registration No. 1007585
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Postgraduate Full-Time and Short Courses
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<p>Wolverhampton (HQ) Address: 122A Bhylls Lane, Wolverhampton, WV3 8DZ, United Kingdom Telephone: +44 (0) 1902 763 607 +44 (0) 1902 569 133 Mobile: +44 (0) 7736 147 507 Email: institute@hrodc.com Websites: www.hrodc.com www.hrodc-mobile.com www.hrodc-business-products-and-services.com</p>		<p>London Office Address: 328 Linen Hall, 162-168 Regent Street London, W1B 5TD, United Kingdom Telephone: +44 (0) 2081 332 760 Mobile: +44 (0) 7736 147 507 Email: institute@hrodc.com Websites: www.hrodc.com www.hrodc-mobile.com www.hrodc-business-products-and-services.com</p>
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HRODC Postgraduate Training Institute - UKRLP Registration

 HRODC Postgraduate Training Institute is Registered with the UK Register of Learning Providers (UKRLP), of the Department for Business, Innovation and Skills (BIS), formerly Department of Innovation, Universities and Skills (DIUS). Its Registration Number is 10019585 and can be verified at <http://www.ukrlp.co.uk/>

 HRODC Postgraduate Training Institute is a Division of Human Resource and Organisational Development Consultancy (HRODC) Limited. It is Registered in England UK, with Registration #6088763 and V.A.T. Registration No. 895876538

Course Coordinator:

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

- Doctor of Philosophy {(PhD) (University of London)};
- MEd. Management (University of Bath);
- Advanced Dip. 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 Academy of Management (MAoM), within the following Management Disciplines:
 - Human Resources;
 - Organization and Management Theory;
 - Organization Development and Change;

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- Research Methods;
 - Conflict Management;
 - Organizational Behavior;
 - Management Consulting;
 - Gender & Diversity in Organizations; and
 - Critical Management Studies.
- 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);
 - Life Member of Malaysian Institute of Human Resource Management (LMIHRM);
 - Member of ResearchGate Community;
 - Member of Convocation, University of London;
 - Professor HRODC Postgraduate Training Institute.

Prof. Crawford was an Academic at:

- University of London (UK);
- London South Bank University (UK);
- University of Greenwich (UK); and
- University of Wolverhampton (UK).

For Whom This Course is Designed
This Course is Designed For:

- Enterprise Risk Managers;
- Chief Risk Officers;
- Directors of Risk Management;
- Risk Professionals;
- Risk Modelling Experts;
- Risk Managers;
- Risk Management Team Participants;
- Chartered Enterprise Risk Analyst and other Risk Professionals;
- Chief Financial Officers;
- Chief Operating Officers;

- Chief Actuaries;
- Senior Executives;
- Board Directors;
- Regulators and Rating Agency Analysts;
- Internal and External Auditors;
- Investment Professionals;
- Business Managers;
- Business Continuity Coordinators;
- Business Operations Managers;
- Disaster Recovery Professionals;
- Corporate Strategy Staff;
- Asset Liability Management Professionals;
- Anyone new to ERM within financial services.

Duration: 4 Weeks (20 Days)

Cost: £30,000.00 Per Delegate

Please Note:

- V.A.T. (Government Tax) does not apply to Corporate Sponsored Individuals taking courses in any location - within or outside the UK.
- It applies only to Individuals and Corporations based in the UK and to Non-UK Individual Residents taking courses in the UK.

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:

- HRODC Postgraduate Training Institute's **Leather Conference Folder**;
- HRODC Postgraduate Training Institute's **Leather Conference Ring Binder/ Writing Pad**;
- HRODC Postgraduate Training Institute's **Key Ring/ Chain**;
- HRODC Postgraduate Training Institute's **Leather Conference (Computer – Phone) Bag** – Black or Brown;
- HRODC Postgraduate Training Institute's **8GB USB Flash Memory Drive**, with Course Material;
- HRODC Postgraduate Training Institute's **Metal Pen**;
- HRODC Postgraduate Training Institute's **Polo Shirt**.

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

Location: Central London and International Locations

Enterprise Risk Management, Modern Quality Systems, and ISO 9000 Leading to Diploma-Postgraduate in Enterprise Risk Management, Modern Quality Systems and ISO 9000 (6-Credit)

Course Contents, Concepts and Issues

Module 1 Enterprise Risk Management (ERM)

M1. Part 1: Understanding Risk and Risk Management

- Defining and Contextualising Risk:
 - Defining Risk;
 - Contextualizing Risk;
 - Formulating Risk Statement;
 - Perception And Calculation;
- Understanding Risk in an Organisation:
 - Model Towards Understanding Risk;
 - Enterprise Risk Management;
 - Risk – Classification.
- Pertinent Issues in Enterprise Risk Manage
 - Risk in Enterprise Risk Management;
 - Identification of Type of Risk;
 - Level of Risk;
 - Property Risks;
 - Valuing Property;
 - Liability Legal Grounds;
 - Liability Risks;
 - Torts - An Insurance Categorization;
 - Establishing Negligence;
 - Types of Damages;
 - “Res Ipsa Loquitur”;
 - Defenses in a Negligence Suit;

- Human Resource Risks;
- Review and Update.

M1. Part 2: The Risk Management Process (1)

➤ Sequencing the Process:

- STEP 1: Risk Identification and Categorization;
- STEP 2: Risk Quantification:
 - 📄 Example of Impact and Definitions.
- STEP 3: Risk Strategies Identification:
 - 📄 4 Categories of Risk Strategies (Countermeasures):
 - ⊕ Accept;
 - ⊕ Manage;
 - ⊕ Contingency plan;
 - ⊕ Reduce.
 - 📄 Risk Strategies;
 - 📄 Risk Acceptance;
 - 📄 Risk Management;
 - 📄 Contingency Planning;
 - 📄 Risk Reduction;
 - 📄 Risk Transferring;
 - 📄 Insurance:
 - ⊕ Example of Insurance.
 - 📄 Risk Reduction Control.
- STEP 4: Implementation of Strategies:
 - 📄 Residual Risk;
 - 📄 The Risk Register.
- STEP 5: Monitoring and Reviewing Results of Risk Mitigation Measures:
 - 📄 Continuous Risk Management (CRM);
 - 📄 Risk Assessment and Manifestation of Reality;
 - 📄 Crawford's Risk Analysis and Base 10: Probability vs Risk Magnitude.

M1. Part 3: The Risk Management Process (2)

➤ Sequencing the Process:

- Conducting a Financial Risk Assessment.
 - 📄 The Process of Financial Risk Assessment (1);
 - 📄 Products of a Financial Risk Assessment:
 - ⊕ Expand;
 - ⊕ Contract;
 - ⊕ Pursue External Growth;
 - ⊕ Grow Organically;
 - ⊕ Enter Joint Venture;
 - ⊕ 'Go-It-Alone'.
- Formal Risk Assessment Techniques and Measurements:
 - 📄 Conditional Value at Risk- CVaR;
 - 📄 Loan-to-Value Ratios;
 - 📄 Credit Analysis;
 - 📄 Credit Rating;
 - 📄 Credit Rating Agencies.
- Financial Risk Assessment and Manifestation Reality:
 - 📄 Richter Earthquake Magnitude Scale;
 - 📄 Crawford's Risk Analysis and Base 10: Probability VS 'Risk Magnitude'.
- Managing Financial Exposure Risk;
- Risk Management Tools:
 - 📄 Forward Contracts;
 - 📄 Option Contracts;
 - 📄 Futures Contracts;
 - 📄 Corporate Governance;
 - 📄 Diversification.
- Managing Risk with Forward Contracts:
 - 📄 Forward Contracts: Payoff Profiles;
 - 📄 Profits for Forward Contracts.
- Financial Method of Measuring Risk:

- 📊 Standard Deviation;
 - 📊 Beta;
 - 📊 Alpha;
 - 📊 Treynor Index;
 - 📊 Style Analysis;
 - 📊 R-squared.
- Quantifying Financial Risk;
 - Interest Rate Derivatives Market;
 - Equity Risk;
 - Identifying and Measuring Currency/Exchange Rate Risk;
 - Measuring Currency or Exchange Rate Risk.

M1. Part 4: Risk, National Insurance and Social Security (1)

➤ National Insurance:

- What constitutes National Insurance?
- Worker Contribution to National Insurance;
- Employer Statutory Contribution to National Insurance;
- Measures to Facilitate the Maintenance of Statutory National Insurance Contributions;
- Retirement Benefits;
- Death benefits
- Unemployment Benefits;
- Operationalising Unemployment Benefit Program: **The Ghanaian Example**;
- Problems Plaguing the Viability of National Insurance Viability:
 - 📊 Ageing Population;
 - 📊 Improved Longevity;
 - 📊 Increased Unemployment;
 - 📊 Increased PSBR;
 - 📊 Inflation; Stagnation and Deflation.
- Problem Resolution and their Sustainability

M1. Part 5: Risk, National Insurance and Social Security (2)

- Social Security Provision:
 - Possible Social Security Coverage:
 - 🏥 Hospitalization;
 - 🏥 Approved Prescription Drug;
 - 🏥 Unapproved Prescription Drugs;
 - 🏥 Simple Surgery;
 - 🏥 Complex Surgery;
 - 🏥 Financial Position of the Social Security System.
 - Operationalising of Social Security: Growing Concerns;
 - Proposed Solutions to Pertinent Problems.
- Risk Mitigation Approaches:
 - Risk Elimination or Avoidance;
 - Risk Mitigation: Planning, Execution and Monitoring;
 - Risk Mitigation Approaches;
 - Underwriting Standards:
 - 🏥 Definition of 'Underwriting Standards'.

M1. Part 6: Risk, National Insurance and Social Security (3)

- Insurance;
 - Branches of Insurance - Successful transactions;
 - Building Blocks of an Insurance Premium;
 - Mathematical Basis for Insurance – Example:
 - 🏥 Additional Concept:
 - ⊕ Costs to Society;
 - ⊕ Insurance Benefits to Society;
 - ⊕ Insurance Functionality.
 - Risk – Classification;
 - Benefits Compared to No Insurance;
 - Social or Private;

- Employee Benefit Plans;
- Risk Management Process;
- Identify Potential Loss Exposures;
- Measure Potential Loss Exposures;
- Risk Handling Techniques;
- Loss Control – Reduction;
- Loss Transfer;
- ERM – Integrated Framework;
- ERM – Recent Loss Events;
- Agency Law;
- Insurance Occupations:
 - 🏠 Insurance Agent and Broker;
 - 🏠 Agent's Authority;
 - 🏠 Types of Insurance Agents:
 - ⊕ Insurance Brokers;
 - ⊕ Comparison of Agents and Brokers:
 - ✓ Distribution Of Insurance Property and Liability;
 - ✓ Distribution of Insurance Life Insurance.
 - 🏠 Loss Adjuster or Claims Investigator:
 - ⊕ Loss Adjuster.
 - 🏠 Underwriter;
 - 🏠 Actuary;
 - 🏠 Accountant:
 - ⊕ Accounting Standard.
 - 🏠 Lawyer;
 - 🏠 Other Occupations.
- Asset/Liability Management Hedging;
- Diversification.

M1. Part 7: Risk, National Insurance and Social Security (4)

- Derivatives Trading:
 - Derivative;
 - *Equity Derivative*;
 - Weather Derivatives.
- Reinsurance or Syndication:
 - Reinsurance Loss Splitting;
 - Reinsurance Prorata Loss Splitting \$500,000 LOSS;
 - Reinsurance Excess-of-Loss Loss Splitting;
 - Reinsurance and Risk Management;
 - Reinsurance Providers.
- Due Diligence Investigation:
 - What Is a Due Diligence Investigation;
 - Applications of Due Diligence;
 - Inclusions in Due Diligence Investigations.

M1. Part 8: Financial Exposure as Risk

- Foreign Exchange Exposure
- Foreign Exchange Exposure vs. Foreign Exchange Risk
- Economic Exposure:
 - Channels of Economic Exposure;
 - Types of Economic Exposure:
 - 🏠 Asset Exposure;
 - 🏠 Operating Exposure.
 - An Illustration of Operating Exposure;
 - Some Strategies to Manage Operating Exposure:
 - 🏠 Selecting Low Cost Production Sites;
 - 🏠 Flexible Sourcing Policy;
 - 🏠 Diversification of the Market;

🏠 R&D Efforts and Product Differentiation;

🏠 Financial Hedging.

- To Hedge or not to Hedge?
 - Hedging Strategies;
 - Management of Economic Exposure;
 - How to Measure Economic Exposure.
- Transaction Exposure:
- Some Strategies to Manage Transaction Exposure;
 - 🏠 Hedging through Invoice Currency;
 - 🏠 Hedging via Lead and Tag.
- Translation Exposure:
- Translation Risk;
 - Perception and Calculation.

M1. Part 9: Financial Risk and Unpredictability: Uncontrollable Environment Issues

- Asset Behaviour and Pricing Implication;
- Video - Asset Management;
- Video – Sovereign Wealth Fund;
- Video – Basel 3;
- Credit and Counterparty Risk;
- The Legal and Political Risk Environment;
- Risk as an Economic Factor;
- Technological Risk Factor;
- Risk Associated with Socio-Cultural Change.

M1. Part 10: Business Continuity: Disaster Recovery Planning (1)

- Business Continuity Planning (BCP):
 - What is Business Continuity?
 - What is Business Continuity Planning?
- Disaster Recovery Planning;
- Disaster Defined;
- Types of Disasters;
- Effects of Disasters:
 - Effects of Disasters – Internal;
 - Effects of Disasters – External.
- Business Continuity Planning;
- Disaster Recovery Planning;
- Why Plan?
- Establishing the Team;
- Getting Management Support;
- Need for Departmental Support;
- Team Members;
- DR Team Sub-Teams;
- Characteristics of Team Members;
- External Team Members;
- Notification Directory;
- Securing/Preparing Resources;
- Team Tasks.

M1. Part 11: Business Continuity: Disaster Recovery Planning (2)

- Defining Risk;
- Choosing Assessment Method;
- Matching Response to Threat;
- Setting Priorities;
- Using Risk Assessment Results;
- Disaster-based Risk Assessment;

- Asset-based Risk Assessment;
- Business Impact;
- Business Impact Analysis;
- OCTAVE Risk Assessment;
- Identifying Critical Assets;
- Business Functions;
- Business Processes;
- Identifying Functions/Processes;
- Prioritizing DR Planning Efforts;
- Determining What to Recover When Conducting Dependency Analysis;
- Disaster Declaration Criteria;
- Data Backup.

M1. Part 12: Business Continuity: Disaster Recovery Planning (3)

- Information as Asset;
- Recovery Site Alternatives;
- Recovery Site Agreements;
- Recovery Site Selection Criteria;
- Design Recovery Solution;
- Documents Needed by Design Recovery Team;
- Contact Information Needed;
- Evaluate Support;
- Emergency Operations Center;
- Create Data Backups;
- Create the Recovery Plan;
- Upstream Relationships;
- Downstream Relationships;
- Directing the Design Recovery Team;
- Steps After Recovery;
- Emergencies during Design Recovery;
- Identify Gaps in Design Recovery Plan;
- Identify Design Recovery Risks;

- Rehearsing the Design Recovery Plan;
- Applying Change Control
- Manage/Document the Design Recovery;
- After the Design Recovery Test;
- Threat Determination;
- Threat Classification;
- Addressing Threats.

Module 2 Modern Quality Systems

- Defining and Characterising Quality;
- Emergence of Quality Systems:
 - Craftsmanship Period;
 - Standardisation, Mass Production, and Quality Assurance Period;
 - Quality Control Period;
 - The Total Quality Management Period;
 - Standards and Awards;
 - Initiatives:
 - 🏠 Lean System;
 - 🏠 Six Sigma.
- Scientific Management Movement:
 - Henry Towne (1844 – 1924);
 - Adam Smith;
 - Robert Owen (1771 – 1858);
 - Charles Babbage (1792 – 1871);
 - Frederick W. Taylor (1856 – 1915);
 - Frank (1868 – 1924) and Lillian Gilbreth (1878-1972);
 - Henry Gantt (1861 – 1919).
- Quality Management;
- 8 Quality Management Principles:
 - Customer Focus;
 - Leadership;

- Involvement of People;
 - Process;
 - Approach;
 - Systematic Approach to Management;
 - Continual Improvement;
 - Factual Approach to Decision Making;
 - Mutually Beneficial Supplier Relationships.
- 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;
- 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;
- 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;
- 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';
- Continuous Improvement Programme;
- 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);
- 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. Eigenbaum
- Quality and Internal and External Environmental Analysis;
- Quality and Strategic Operational Review;
- Incremental Quality Improvement;
- Identifying Areas for Quality Improvement;
- Communication for Quality Improvement;
- Researches and Development for Quality Improvement.

Module 3 ISO 9000

- 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;
- 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;
- The ISO 9000 Quality Standards;
- IWA 1:2001 to IWA 1:2005 (International Workshop Agreement) - Guidelines for Process Improvements In Health Service Organisations;
- 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;
- 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;
- 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;
- 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.

Diploma – Postgraduate Short Course, and Postgraduate Diploma Programme, Regulation

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 Diploma. A Postgraduate Diploma represents a Programme of Study, leading to an Award bearing that title prefix. We, therefore, refer to our short-studies as 'Courses', while the 'longer-studies', are regarded as Programmes. However, both study-durations are often referred to 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 credits, therefore, accumulate to a Postgraduate Diploma. As is explained, later, in this document, a Postgraduate Diploma is awarded to students and delegates who have achieved the minimum of 360 Credit Hours, within the required level of attainment.

Delegates studying courses of 5-9 days' duration, equivalent to 30-54 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 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, or Postgraduate Diploma, as appropriate.

In the case of Diploma – Postgraduate, a minimum of 70% overall pass is expected. In order to receive the Award of 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 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 and Postgraduate Diploma Application Requirements

Applicants for Diploma – Postgraduate – 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 for Postgraduate Diploma Courses

There are three delivery formats for Postgraduate Diploma Courses, as follows:

1. Intensive Full-time (Classroom-Based) Mode (3 months). This duration is based on six hours' lecturer-contact per day, five days (30 hours) per week;
2. Full-time (Classroom-Based) Mode (6 month). This duration is based on two and a half days' lecturer-contact, equivalent to fifteen hours, per week;
3. Video-Enhanced On-Line Mode. This mode is achieved in twenty (20) weeks, 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, is 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 approximately 60 Specialist Postgraduate Diploma Programmes. Accumulate short courses, over a 6-year period, towards a 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 the classroom-based course;
- 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.

20-Week Video-Enhanced Online Postgraduate Diploma

You might study an Online Postgraduate Diploma Course, in 20 weeks, in the comfort of your homes, through HRODC Postgraduate Training Institute's Video-Enhanced Online Delivery. We will deliver the 360 hours 'Direct-Lecturer-Contact', as is required by our Institute's Regulation, within the stipulated 20 weeks. We aim to fit the tuition around your work and leisure, thereby enhancing your effective 'Life-Style Balance', at times convenient to you and your appointed tutor.

Cumulative Postgraduate Diploma Courses

All short courses can accumulate to the required number of hours, for the Postgraduate Diploma, over a six-year period from the 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 two credits be attempted per year. This will ensure that the required number of credit hours for the Postgraduate diploma is achieved within the six-year time frame.

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	Diploma – Postgraduate (6-Credit)
7-Credit	210-234	Diploma – Postgraduate (7-Credit)
8-Credit	240-264	Diploma – Postgraduate (8-Credit)
9-Credit	270-294	Diploma – Postgraduate (9-Credit)
10-Credit	300-324	Diploma – Postgraduate (10-Credit)
11-Credit	330-354	Diploma – Postgraduate (11-Credit)
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		

Accumulated Postgraduate Diploma Award Titles

All Specialist 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 Diploma in Aviation Management;**

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3. **Postgraduate Diploma in Business Communication;**
4. **Postgraduate Diploma in Corporate Governance;**
5. **Postgraduate Diploma in Costing and Budgeting;**
6. **Postgraduate Diploma in Client or Customer Relations;**
7. **Postgraduate Diploma in Engineering and Technical Skills;**
8. **Postgraduate Diploma in Events Management;**
9. **Postgraduate Diploma in Health and Safety Management;**
10. **Postgraduate Diploma in Health Care Management;**
11. **Postgraduate Diploma in Human Resource Development;**
12. **Postgraduate Diploma in Human Resource Management;**
13. **Postgraduate Diploma in Information and Communications Technology (ICT);**
14. **Postgraduate Diploma in Leadership Skills;**
15. **Postgraduate Diploma in Law – International and National;**
16. **Postgraduate Diploma in Logistics and Supply Chain Management;**
17. **Postgraduate Diploma in Management Skills;**
18. **Postgraduate Diploma in Maritime Studies;**
19. **Postgraduate Diploma in Oil and Gas Operation;**
20. **Postgraduate Diploma in Oil and Gas Accounting;**
21. **Postgraduate Diploma in Politics and Economic Development;**
22. **Postgraduate Diploma in Procurement Management;**
23. **Postgraduate Diploma in Project Management;**
24. **Postgraduate Diploma in Public Administration;**
25. **Postgraduate Diploma in Quality Management;**
26. **Postgraduate Diploma in Real Estate Management;**
27. **Postgraduate Diploma in Research Methods;**
28. **Postgraduate Diploma in Risk Management;**
29. **Postgraduate Diploma in Sales and Marketing;**
30. **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
Director
HRODC Postgraduate Training Institute