HRODC Postgraduate Training Institute

A Postgraduate-Only Institution

HRODC
Postgraduate
Training Institute
www.hrodc.com

#208.M1

Quality Assurance and Quality Control Incorporating ISO 9000

Postgraduate Short Course

Leading To:

DIPLOMA - POSTGRADUATE IN

Quality Assurance and Quality Control Incorporating ISO 9000, Quad Credit, 120 Credit-Hours
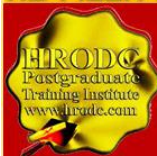
Accumulating to A

Postgraduate Certificate, With 60 Additional Credit-Hours, or A

POSTGRADUATE DIPLOMA

With 240 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.

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

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

- Quality Assurance (QA) Managers;
- Quality Control (QC) Managers;
- QA Engineers;
- Process Engineers;
- GMP Managers;
- Chief Executive Officers (CEOs);
- Chief Operating Officers (COOs);
- Managing Directors;
- Auditors;
- Regulatory/Quality Compliance Professionals;
- Production Managers and Supervisors;
- Manufacturing Engineers;
- Plant and Purchasing Managers;
- Engineering Supervisors;
- Those with responsibility for implementing quality management system;
- Those with an interest in quality management system.

Classroom-Based Duration and Cost:	
Classroom-Based Duration:	20 Days
Classroom-Based Cost:	£20,000.00 Per Delegate
Online (Video-Enhanced) Duration and Cost	
Online Duration:	40 Days @ 3 Hours Per Day
Online Cost:	£13,400.00 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.**

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Quality Assurance and Quality Control Incorporating ISO 9000 Course Course

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Leading to Diploma – Postgraduate – in Quality Assurance and Quality Control Incorporating ISO 9000, Quad Credit, and 120 Credit-Hours, Accumulating to a Postgraduate Certificate, with 60 Additional Credit-Hours, or a Postgraduate Diploma, with 240 Additional Credit-Hours

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Course 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:

    a. Creating a positive organisational image

    b. Lowering operational costs

    c. 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;

Quality Assurance and Quality Control Incorporating ISO 9000, Leading to Diploma Postgraduate - in Quality Assurance and Quality Control Incorporating ISO 9000, Quad Credit, 120 Credit-Hours, Accumulating to A Postgraduate Certificate, with 60 additional Credit-Hours, a Postgraduate Diploma, with -300 additional Credit-Hours

- ➢ State quality objectives as precisely as possible;

- ➢ Set quality objectives in relation to other organisational objectives;

- ➢ Relate objectives to specific actions, whenever necessary;

- ➢ Pinpoint exceeded 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); and

- ➢ Evaluate the standards proposed by internationally acclaimed quality protagonists, such as:

    a. Philip B. Crosby,

    b. W. Edwards Deming,

    c. Joseph M. Juran,

    d. Shigeo Shingo, and

    e. Armand V. Eeigenbaum

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Course Contents, Concepts and Issues

Part 1 – Quality Assurance and Quality Control (1)

- ➢ 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.

Part 2 – Quality Assurance and Quality Control (2)

- ➢ 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

Part 3 – Quality Assurance and Quality Control (3)

- ➢ Controlling Utilisation of Organisational Resources;

- ➢ Co-Ordaining 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.

Part 4 – Quality Assurance and Quality Control (4)

- ➢ 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 and MRP;

- ➢ The Quality Issues Involved InJIT and MRP;

- ➢ Kaizen or Continuous Improvement;

- ➢ Quality Benchmarking;

- ➢ Guidelines For Achieving Quality:

  - ● Philip B. Crosby,

  - ● W. Edwards Deming,

  - ● Joseph M. Juran,

  - ● Shigeo Shingo,

  - ● Armand V. Eeigenbaum.

Part 5 – ISO 9000 (1)

ISO 9000: An Overview

- ➢ Essential of ISO 9000 (1):

  - ● Understanding ISO 900 Family of Standards;

  - ● ISO 9000 and the Need for:

    - ╋ Confidence;

    - ╋ Capability.

  - ● ISO Quality Principles:

    - ╋ Customer Focus;

    - ╋ Leadership;

    - ╋ People Involvement;

    - ╋ Process Approach;

    - ╋ Systems Approach to Management;

    - ╋ Continuous Improvement;

    - ╋ Factual Approach to Decision-Making.

Part 6 – ISO 9000 (2)

➢ Mutually Beneficial Supplier Relationships.

- Using the Principles;
- The ISO 9001 Requirements:
  - Basis of the Requirements;
  - Purpose of the Requirements.
- The Basic Management Requirements;
- The Basic Assurance Requirements;
- ISO 9001 and the EU Directives.

➢ Managing Quality Achievement:

- Freedom for Defects or Deficiencies;
- Quality and Conformity to Requirements or Specification;
- Fitness for Use;
- Fitness for Purpose;
- Sustained Satisfaction;
- Satisfactory and Unsatisfactory Quality;
- Attainment Levels of Quality;
- Product and Services: Classified;
- Quality and Price;
- Quality and Cost;
- Quality and Design;
- Quality, Reliability and Safety;
- Quality Characteristics;
- Dimensions of Quality.

Part 7 – ISO 9000 (3)

➢ Framework of the Standards:

- Generic International Quality Management and Quality Standard Assurance;

- The ISO 9000 Series;

- Definition of Terms:

  - Customer;

  - Product;

  - System;

  - Procedure.

- Going for ISO 9000?

- Business Process Management (BMP).

Part 8 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (1)

➢ A Flawed Approach:

- Approach to Quality Assurance:

  - Requirement for Doing Business;

  - Seeking Certification;

  - The Acceptance Criteria.

- Approach to System Development:

  - Designed for Auditors;

  - Theory of Variation;

  - The Organisation as a System;

  - Separate from Business;

  - Professional Services;

  - The Exclusive and Inclusive System.

- Approach to Documentation:

  - The Document What You Do Approach;

  - Documentation;

🞣 Management-led or Customer-led Approach.

Part 9 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (2)

➤ Approach to Measurement:

🞣 Measure of Effectiveness;

🞣 Measuring Conformity with Procedures.

● Approach to External Auditors:

🞣 Tick in the Box Approach;

🞣 Competence of Auditor;

🞣 Auditing;

🞣 Validity of Audit Conclusions.

● Approach to Responsibility for Quality:

🞣 A Department with Responsibility for Quality;

🞣 Organisational Freedom;

🞣 Independent Inspection;

🞣 The Management Representative;

🞣 Quality Management Specialists.

Part 10 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (3)

➤ A Systems Approach:

● System vis-à-vis Quality;

● System Approach vs. Process Approach;

● Management Systems:

🞣 Definition;

🞣 Multiple Systems;

🞣 Single System;

🞣 Systems Integration;

🞣 Documentation;

🞣 Risk Management Systems;

- Management;
- Systems.

Part 11 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (4)

- ➢ System Characteristics:
- ➢ System Boundaries;
- ➢ Vulnerability;
- ➢ Connections and Interconnections;
- ➢ Interdependencies;
- ➢ Utility;
- ➢ Interactions;
- ➢ Value Chains;
- ➢ Supply Chains;
- ➢ Delays;
- ➢ Reserves;
- ➢ Overproduction.

Part 12 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (5)

- ➢ Systems Model.
- ➢ A Process Approach:
- ➢ Processes vis-à-vis Quality;
- ➢ Function Approach vs. Process Approach;
- ➢ The Nature of Processes;
- ➢ Process: Definition;
- ➢ Processes vs. Procedures;
- ➢ Types of Processes;
- ➢ The Business Processes;
- ➢ Process Models;
- ➢ Business process Re-engineering;

➢ Process in the Excellence Model.

Part 13 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (6)

➢ Principles of Process Management;

- Process Characteristics;
- Process Effectiveness.

➢ A Behavioural Approach:

- Behaviour vis-à-vis Quality;
- Behavioural Approach vs. Other Approaches;
- Customer-Supplier Relationships;
- Employer-employee Relationships:
  - Engaging;
  - Leading;
  - ENRON'S Values;
  - Managing;
  - Learning;
  - Measuring;
  - Motivating;
  - Communicating.

Part 14–Requirements For Quality Management System Development (1)

➢ Developing a Quality Management System:

- Management System Development;
- Determination of Processes;
- Process Sequence and Interaction;
- Criteria and Methods for Effective Operation and Control;
- Information Availability;

- Resources Availability;

- Process Monitoring, Measuring and Analysing;

- Processes Management;

- Implementing a Quality Management System;

- Maintaining a Quality Management System;

- Continuous Improvement in the Quality Management System and its Processes;

- Outsourcing.

Part 15 - Requirements for Quality Management System Development (2)

➢ Documenting a Quality Management System:

- Things to be Documented;

- The Quality Manual;

- Scope of the Quality Management System;

- Referencing Procedures in the Quality Manual;

- Interaction Between Processes;

- Documented Procedures and Records;

- Documents Towards Effective Planning, Operation and Control of Processes.

➢ Document Control:

- Control of Documents (Other Than Records):

  - Controlling Documents Required for the Management System;

  - Document Control Procedures;

  - Approval of Document;

  - Document Revision;

  - Identifying Changes.

Part 16 - Requirements for Quality Management System Development (3)

➢ Identifying the Current Revision of Documents;

➢ Re-approving Documents after Change;

➢ Ensuring the Availability of Controlled Documents;

➢ Ensuring Documents are legible and Readily Identifiable;

➢ Control of External Documents;

➢ Preventing Unintended Use of Obsolete Documents.

- Control of Records:
  - Controlling Records;
  - Establishing a Records Procedure;
  - Disposition of Records;
  - Accessibility of Records.

Part 17 - Requirements on Management Responsibility (1)

➢ Management Commitment:

- Commitment to the QMS.

➢ Customer:

- Customer Requirements;
- Communicating the Importance of Requirements;
- Meeting Requirements.

➢ Quality Policy:

- Developing Quality Policy;
- Ensuring Policy is Appropriate;
- Expressing a Commitment;
- Providing a framework for Quality Objectives;
- Ensuring Policy is Communicated and Understood;
- Ensuring that the Policy is Reviewed.

Part 18 - Requirements on Management Responsibility (2)

➢ Quality Objectives and Planning:
- Quality Objectives:
  + Establishing Objectives;
  + Measuring Quality Objectives.
- Quality Management System Planning:
  + Planning to Meet Quality Objectives;
  + Planning for Change.

➢ Responsibility, Authority and Communication:
- Responsibility and Authority:
  + Definition;
  + Principles;
  + Communication.

Part 19 - Requirements on Management Responsibility (3)

➢ Management Representative;
➢ Internal Communication.
➢ Management Review:
- Conducting Management Reviews;
- Objectives of the Review;
- Planning the Review;
- Scope of Review;
- Records of Management Reviews;
- Review Inputs;
- Review Outputs.

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 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;

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➢ 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

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Prof. Dr. Ronald B. Crawford - Director
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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		

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;**

Quality Assurance and Quality Control Incorporating ISO 9000, Leading to Diploma Postgraduate - in Quality Assurance and Quality Control Incorporating ISO 9000, Quad Credit, 120 Credit-Hours, Accumulating to A Postgraduate Certificate, with 60 additional Credit-Hours, a Postgraduate Diploma, with -300 additional Credit-Hours

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.

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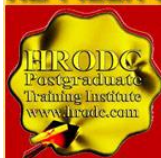
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