Certificate in Human Resource Management (Level 5)
Course overview and outline

Along with an introduction to the functions and value of effective Human Resources Management, candidates are introduced to workforce recruitment and deployment, the mechanics of building and maintaining effective teams, the relationship between rewards and motivation and the importance of championing workforce diversity. Study in your own time and at your own pace for a certificate that could make all the difference!

Businesses worldwide are reliant on the consistent performance of their respective work forces. As a human resource manager, it's your job to ensure that each and every employee reaches their full potential and performs at their best, each and every day. Our Level 5 **HR Management** lays the strongest possible foundation upon which to begin building a lifelong career in advanced **Human Resources Management**. If you've always fancied yourself as a strong and effective leader, enrol today and begin exploring your true potential!

What Will I Learn From This (HR) Human Resources Management Certificate:

At the end of the Human Resources Management - Level 5, the learners will be able to:

- Understand the importance of human resources and their management within organisations;
- Recognise the importance of good employee relations;
- Discuss mutual value and benefit of providing the workforce with the highest quality training on an ongoing basis,
- Explore professional strategies for measuring the effectiveness of employee training
- Discuss the creation of professional job descriptions and position profiles.
- Investigate various interview techniques
- Understand how to performance reviews, behaviour evaluation and the a professional performance management checklist.
- Recognise the importance of managing attendance and rewards
- Discuss employee contract termination, exit interviews and the importance of the four-step disciplinary system.

Who is this course for?

- Candidates interested in a basic introduction to HR
- Individuals planning to continue studying at a higher level
- Existing HR workers looking to enhance their knowledge and skills
- Business owners interested in enhancing HR skills
- Anyone looking to enhance their CV and career prospects

Upon successful completion of our **Human Resource Management Certificate**, candidates may choose to pursue an extensive range of careers including:

- Human Resources Administrator
- Human Resources Adviser
- Human Resources Manager
- Human Resources Manager
- Human Resources Officer

HR Management - Course Syllabus:

This Human Resources Management course consists of following modules:

Module 1 Human Resource Management Introduction

This module covers the following topics:

- The Objectives of HRM
- Primary Objectives
- What is Strategic Human Resources Management?
- The Scope of HRM
- Functions of Human Resources Management (HRM)
- The Code of Ethics of Human Resources
- Plus more

Module 2 Develop and Implement Recruitment and Selection Strategies

- External Sources of Recruitment for Organisations
- The Recruitment Process
- Evaluating the Selection Process
- Complexity and Challenges of Recruitment
- Ethical Standards and Manpower Recruitment
- Plus more

Module 3 Employee Relations and Recognition - Human Resources

- Concept and Scope of Industrial Relations
- Functions and Objectives of Industrial Relations
- The HRM Approach to Employee Relations
- Role of the HR Function in Employee Relations
- Elements of Employee Relations
- Employee Relations Processes
- Employee Relations Policies
- Employee Relations Strategies
- Role of Trade Unions
- Plus more

Module 4 Appraising Employee Performance

- What is Appraisal?
- Goals of Performance Appraisal
- Objectives of Performance Appraisal
- The Performance Appraisal Process
- Benefits of Performance Appraisal
- Performance Appraisal Methods
- The Potential Review/Career-Development Interview
- Problems in Performance Appraisal
- Plus more

Module 5 The Importance of Training & Development in the Workplace

- Objectives of Training
- Benefits of Employee Training and Development
- Assessment of Training Needs
- Identifying Training Needs
- The Training Process
- Standard Areas of Employee Training
- Assessing the Cost Effectiveness of Training

Module 6 Conducting Effective Performance Reviews

- Performance Management Process
- Creating Performance Development
- Maintaining Performance

Module 7 Performance Management of Workers

- Performance Counselling
- Features of 360 Degree Appraisal
- The Potential Review/Career-Development Interview
- Career Development
- Succession Planning:
- Effective Performance Appraisal
- Plus more

Module 8 Motivating and Rewarding Employees

- Motivational Aspects
- What is Motivation?
- The Influence of Motivation Theory
- Types of Incentives and Rewards
- Competence-Related Pay
- Corporate Reputation
- Developing Pay Structures
- Plus more

Module 9 Equality, Diversity and Inclusion

- Discrimination on Grounds of Religion or Belief
- Part-Time Workers
- Managing Diversity
- Disability Requirements
- Age Discrimination
- Plus more

Module 10 Health, safety and welfare of employees

- HRM and Health, Safety and Welfare
- Health and Safety Law
- Criminal Law
- Managing Health and Safety at Work
- The Importance of Health and Safety in the Workplace
- Benefits of Workplace Health and Safety
- Health and Safety Policies
- Managing Stress and Emotional Welfare
- Managing Physical Welfare
- Safety Training and other Methods of Persuasion

Module 11 Absence Management and Attendance

- Process and Causes of Absence
- Employee Absence and the Recession
- Managing For Attendance
- Absence Targets and Benchmarking
- Training and Support for Line Managers
- Absence Notification Procedures
- Use of Disciplinary Procedures
- Plus more

Module 12 Handling Grievance, Discipline, Termination and Dismissal

- Grievances
- Causes of Grievances
- Effects of Grievance
- Disciplinary Procedure
- Authorisation of Penalties
- Selection for Redundancy
- Helping Employees Obtain Alternative Employment
- Plus more

Module 13 - Talent Management

- Creating a Talent Management Plan
- Talent Development within an Organization
- Role of Communication in Talent Management

Module 14 - Succession planning

- Understanding the value of Succession Planning
- Elements of a Succession Plan
- Development of a Succession Plan

Module 15 - Anger Management

- The Assertiveness Formula
- Questioning Skills
- Basic Problem Solving Tools
- Creative Thinking Methods
- Force Field Analysis
- Other Ways of Managing Anger
- Relaxation Techniques

Module 16 - Communication Techniques for the Workplace

- Communication Styles
- Dichotomies in Theory
- Creating a Positive Self-Image
- Seven Things People Determine from Your Appearance
- Frame of Reference
- Techniques for the Workplace
- Prepare, Prepare, Prepare
- Assertiveness
- Self-Attitude

Module 17 - Developing a Workplace Violence Prevention Policy

- Risk Assessment
- Hiring Practices
- Workplace Design
- Workplace Practices and Procedures
- Security Systems and Personnel

Module 18 - Overcoming the Generation Gap at Workplace

- The Value of Planning
- Coaching and Mentoring
- Retention Considerations
- Filling in the Gaps

Module 19 - Conflict Resolution

- Understanding Conflicts and Its Types
- Different Stages of Conflict
- The Role of Communication in Conflict Resolution
- Conflict Management

Module 20 - Talking to Employees About Personal Hygiene

- Guidelines for Difficult Conversations
- Resolving Hygiene Issues at Workplaces

Module 21 - Workplace Wellness Program

- Need of Workplace Wellness Programmes
- Designing and Implementing a Workplace Wellness Programme