



### **Diploma in Human Resources Management**

The Human Resource Management (HRM) functions include a variety of activities, and key among them is deciding what staffing needs, whether to use independent contractors or hire employees to fill these needs, recruiting and training the best employees, ensuring they are high performers, dealing with performance issues, and ensuring personnel and management practices conform to various regulations. Activities also include managing approach to employee benefits and compensation, employee records and personnel policies.

*Why does the course exists* – The aim of the course is to prepare candidates as future human resource managers. The course cover human resource concepts including recruitment, selection, training, labour relations, and organisational behaviour. The course presents and explores the impact of selected behavioural issues found in the organisational settings. An in-depth focus of past and current theories concerning the cause and effects of work motivation, attitude formation, and perceptions in different social settings, including those that are culturally diverse.

*How does it fits into the larger programme* – Every organisation hire and fire staff, at the same time labour law and labour market issues dominate the industry. Organisations battle to keep on the right side of the law, hence knowledge of human resource issues is a requirement for every organisation.

*For who it was designed* – The course is designed for candidates who complete the Certificate in Business Studies & Internet Technology or equivalent qualification holders, interested in pursuing human resource management.

*How it will benefit candidates* – A human resource qualification provide managers with the human resource training and experience they need to enjoy a rewarding career in the field.

#### *Subjects:*

- Human Resource Management
- Organisational Behaviour
- Managing the Labour Market
- Labour Law
- Training & Development

**Human Resource Management** - every organisation wants to attract the most qualified employees and match them to jobs for which they are best suited. However, many enterprises are too large to permit close contact between top management and employees. Human resources, training, and labour relations managers and specialists provide this connection. In the past, these workers performed the administrative function of an organisation, such as handling recruiting, interviewing, and hiring new staff in accordance with policies established by top management. Today's human resources workers manage these tasks, but, increasingly, they also consult with top executives regarding strategic planning. They have moved from behind the-scenes staff work to leading the company in suggesting and changing policies.

**Organisational Behaviour** - one of the most important aspects of effective management is to learn the science of organisational behaviour. Getting skilled in handling complex human relationships and conflict has become the key element in measuring the competence of managers in modern industries. Organisational Behaviour (OB) is "the study of human behaviour in organisations". OB uses scientific methods to test hypotheses. OB is also a multi-disciplinary study, taking knowledge from social and behavioural sciences and applying it to real-world situations. If people are an organisation's most important asset then understanding how humans behave in organisations will improve productivity. Understanding OB allows better worker relations, more realistic expectations and improves job satisfaction.

**Managing the Labour Market** - is the study of how workers are allocated among jobs, how their rates of pay are determined, and how their efficiency is affected by various factors. The labour force of a country includes all those who work for gain in any capacity as well as those who are unemployed but seeking work. Many factors influence how workers are utilised and how much they are paid, including qualities of the labour force itself (such as health, level of education, distribution of special training and skills, and degree of mobility), structural characteristics of the economy (e.g., proportions of heavy manufacturing, technology, and service industries), and institutional factors (including the extent and power of labour unions and employers' associations and the presence of minimum-wage laws). Miscellaneous factors such as custom and variations in the business cycle are also considered. Certain general trends are widely accepted by labour economists; for instance, wage levels tend to be higher in jobs that involve high risk, in industries that require higher levels of education or training, in economies that have high proportions of such industries, and in industries that are heavily unionised.

**Labour Law** - Labour law define rights and obligations of workers, union members and employers in the workplace. Generally, labour law covers: industrial relations – certification of unions, labour-management relations, collective bargaining and unfair labour practices; workplace health and safety; employment standards, including general holidays, annual vacations, working hours, unjust dismissals, minimum wage, layoff procedures and severance pay. Each country operates a distinct system of labour legislation and judicial enforcement.

**Training and Development** - Conventional 'training' is required to cover essential work-related skills, techniques and knowledge. The working environment is constantly changing, hence to keep inline, organisations have to put staff training development at the fore front.