Professional Academy Diploma in HR Management

About the Course

This course gives an excellent insight into all the main functions of the HR Manager's role, showing how they support all the members of an organisation at every stage in the employment cycle. You'll learn the skills of effective recruitment and selection, training and development, and establishing robust systems, as well as all the techniques, knowledge and strategies you'll need to keep every member of a team engaged, productive and feeling valued. You'll also come away with a very thorough and reliable working knowledge of employment rights, the importance of proper procedures and effective methods for dealing with performance issues and workplace disputes.

This course is aimed at those working within or seeking to enter the HR profession as well as anybody with people management responsibilities. The course will enable participants to develop the key skills and knowledge to operate successfully in HR as well as give them a practical toolkit to use which is grounded in best practice and up to date thinking.

Learning Outcomes

By the end of this course, learners will be able to:

- Demonstrate a practical working knowledge of all the main aspects of the HR Manager's role
- Put into effect clear procedures for all stages of the employment cycle: recruitment and selection, appraisals etc.
- Strategise in terms of Learning and Development, Workforce planning
- Follow correct employment law and adhere to stated policies
- Demonstrate understanding of soft skills of HR management: motivation, empathy, conflict resolution etc.

Course Modalities

- **Live Online:**
  o **Part-time (morning):** one morning per week; 9:30am to 1:00pm for 12 weeks
  o **Part-time (evening):** one evening per week; 6:30pm to 9:30pm for 12 weeks
  o **Full-time/Bootcamp:** Monday to Friday; 9:00am to 4:00pm for 5 days
- **On Demand:** Approx. 36 hours of pre-recorded course material, study at your own time/pace
- **On Campus (UCD Belfield):** One evening per week; 6:30pm to 9:30pm for 12 weeks

Course Breakdown

Module	Overview	Topics/Area Covered
1. Introduction to Human Resources Management	An introduction to the course content and format, including the learning outcomes you can expect and how you will be assessed. You will also learn essential HR concepts.	- HRM definition - Evolution of HR - Strategic HRM - Best practice - Role of HRM in the employee lifecycle - HR department structure & careers

2.	Workforce Planning & Recruitment	Discover how to approach workforce planning and recruitment. Learn about recent changes in recruitment trends resulting from COVID-19 and what legislation impacts your decision-making.	• Recruitment trends and COVID-19 implications • Recruitment vs. selection • Workforce planning • Legislation and regulation • Recruitment funnel • Recruitment stages
3.	Selection	Learn about HR's role in driving great candidate experiences. Look at interviewing techniques, principles, and pitfalls to avoid. Find out how to put together an offer and the pre-employment process.	• Bias and stereotyping • Interview experiences, principles, and techniques • Remote interviewing • Assessments and feedback • Making offers • Pre-employment checks
4.	Onboarding & Probation Management	Learn what happens once an offer of employment has been accepted. Discover the different laws governing employment and the steps that take your new joiner through onboarding and probation.	• Types of employment contracts • Different employment laws in Ireland • New joiner experience and checklists • Induction design principles and content • Probation management • Probation extension and termination
5.	Reward & Recognition	Find out what keeps employees engaged and motivated, with a detailed look at the different types of reward and recognition used by employers. Learn how to create a wellness programme.	• Reward v recognition • Types of reward and benefits • Motivators vs. dissatisfiers theory • Employee wellness programmes • Recognition • Creating recognition programmes
6.	Performance Management	An introduction to the specialist area of performance management. Find out how to manage performance with feedback models and tools as well as personal development plans.	• Performance management benefits and cycles • Performance objectives and expectations • Personal development plans • Ongoing coaching and communication • Performance rewards and underperformance • Driving a culture of feedback

7. Disciplinary & Grievance Management	Learn about grievance and disciplinary procedures and the laws that impact on them. Find out what constitutes fair and unfair dismissal, as well as conducting investigations remotely during COVID-19.	• Fair process • Dismissal and unfair dismissal claims • Informal resolution • Investigation process • Disciplinary sanctions • Grievance procedures and conflict resolution
8. Organisational Design & Change Management	Discover organisational design principles and HR's role in them. Learn about the psychology of change and how to effectively drive and manage change in an organisation.	• Organisational design principles • Change management principles • Tips for effective change management • Good communication during change • Redundancy • Alternative roles
9. Learning & Development	Unpack organisational learning and development (L&D), the process of creating, retaining, and transferring knowledge within an organisation. Learn how to adapt traditional strategies to remote ways of working.	• Organisational learning and development (L&D) • Evaluating L&D programmes • Adult learning types and styles • Designing L&D programmes • Succession planning • Talent review sessions
10. Attendance & Leave Management	Learn to manage leave and attendance, both statutory (maternity leave, for example) and non-statutory. Understand how to manage sick leave and absences, as well as disability and return to work.	• Statutory and non-statutory leave • Maternity, paternity, and parental leave • Force majeure • Sick leave and absence management • Return to work management • Employment Equality Act - disability
11. Dignity at Work & Future of HR	Understand the latest trends, innovations, and best practice in HR. Examine the effects of technology in human resources management and explore the future of HR - skills for success.	• Dignity at work • Diversity, inclusion & discrimination • Bullying, harassment, and sexual harassment • Artificial Intelligence and data analytics • HR technology – practical applications • The future of HR

12. Course Summary & Assignment Overview	Recap the course content, discussing the key learnings and best practice from each area covered. Q&A for your learning log and final assessment.	● Course Summary ● Assessments

Course Assessment

Assessed Component	Weighting	Deadline
Action Learning Log	40%	Week 12
Written Assignment (approx. 3000 words)	60%	2 weeks after course completion

The Action Learning Log will demonstrate the continuity of reflection throughout the course, by completing a separate AL Log worksheet for each of the main topics (average 250 words per worksheet). The full set of worksheets will be combined into an Action Learning Log, which will be submitted at the end of the course for grading.

The Written Assignment should be completed at the conclusion of the course, once all sessions have been completed. Learners are required to select at least one topic from the course that is of particular interest to them or that they would like to learn more about. The goal of the assignment is to demonstrate how learners are thinking about putting course concepts, models, tools and practices in their own context to demonstrate the course learning outcomes.