

HUMAN RESOURCES MANAGEMENT LEVEL 4

MODULE ONE MANAGEMENT AND THE ROLE OF THE HR DEPARTMENT

Learning Objectives

The learning objectives of this module are to:

- Understand the general role of management and how it is performed
- Explain what is meant by corporate strategy and how it is shaped
- Understand the concept of HRM and how it differs from traditional personnel management
- Understand the role of the HR department and the contribution it makes

MODULE TWO EMPLOYEE PLANNING, RECRUITMENT AND SELECTION

Learning Objectives

The learning objectives of this module are to:

- Explain the principles and use of human resource planning
- Understand the decision process when a job vacancy arises
- Explain the various activities involved in the recruitment procedure
- Explain the available techniques of employee selection
- Carry out an effective employee selection interview

MODULE THREE CONTRACT OF EMPLOYMENT AND EMPLOYEE INDUCTION

Learning Objectives

The learning objectives of this module are to:

- Understand what is meant by a contract of employment and how a contract of employment is formed
- Identify the sources of the terms within a contract of employment

- Explain the constituents of an effective employee induction process
- Identify the roles of those involved in an employee induction programme

MODULE FOUR MANAGING PERFORMANCE AND EMPLOYEE APPRAISAL

Learning Objectives

The learning objectives of this module are to:

- Define performance management and explain its purpose and key aims
- Explain how performance levels may be measured
- Identify the available methods to improve individual performance
- Explain the process of employee appraisal
- Understand how to conduct an employee appraisal meeting

MODULE FIVE WORKPLACE LEARNING AND EMPLOYEE DEVELOPMENT

Learning Objectives

The learning objectives of this module are to:

- Understand what learning is and how it takes place
- Identify the conditions for effective workplace learning
- Explain what is meant by employee development
- Explain the stages of the complete employee development process
- Understand what is meant by the terms coaching and mentoring

MODULE SIX MANAGING PEOPLE AND DEVELOPING RELATIONS

Learning Objectives

The learning objectives of this module are to:

- Identify and understand the different approaches to managing people

- Understand the process of organisational change and the reasons why change may be resisted
- Describe how team work provides benefits to the organisation and to individuals who work in teams
- Understand what is meant by conflict and describe the various other types of difficult situations that may arise in the management of people
- Understand what is meant by equal opportunities and diversity

MODULE SEVEN EMPLOYEE RETENTION AND COMMITMENT

Learning Objectives

The learning objectives of this module are to:

- Explain what labour turnover is and why it should be monitored
- Examine the ways in which labour turnover may be measured
- Identify the impact that labour turnover has on organisations
- Understand the reasons why people leave organisations
- Identify how to improve employee commitment

MODULE EIGHT EMPLOYEE ABSENCE AND WELL-BEING

Learning Objectives

The learning objectives in this module are to:

- Identify the various categories and types of employee absence
- Understand the importance of managing employee absence effectively
- Understand how absence can be measured and the causes analysed
- Explain how employee absence may be controlled and improved
- Outline the legislative requirements and procedures for employee health, safety and welfare

MODULE NINE EMPLOYEE DISCIPLINE AND GRIEVANCE

Learning Objectives

The learning objectives of this module are to

- Understand the aim and purpose of an employee discipline procedure
- Explain the steps to take when handling a disciplinary situation
- Identify the situations that may be deemed as being acts of gross misconduct
- Understand the aim and purpose of an employee grievance
- Explain the steps to take when handling a situation of employee grievance

MODULE TEN TERMINATION OF EMPLOYMENT

Learning Objectives

The learning objectives of this module are to:

- Understand how the employment relationship may be terminated
- Explain what is meant by dismissal
- Identify the situations and circumstances where a dismissal may be fair
- Identify the circumstances where a dismissal is automatically unfair
- Explain the procedures to follow in situations of redundancy