

## Diploma in Human Resource

It is designed to enable the learner to gain an in-depth understanding of the role and functions of Human Resources. It is aimed at developing practical skills appropriate to a supervisory management level.

### General Aims

*Learners who successfully complete this course will:*

- Acquire, develop and enhance the necessary personal and interpersonal skills required to work in a Human Resource Department.
- Be able to lead, motivate and support employees which ultimately contribute to the overall success of the organisation.
- Develop their knowledge and understanding of the importance of attracting, selecting and retaining the most suitable candidates for the organisation.
- Design, implement and modify staff development and training programmes to adapt to a dynamic and changing environment.
- Become familiar with the range of available Computerised Information Systems and the criteria for their selection.

### Qualification Structure

**There are 6 mandatory units:**

Unit 1: Introduction to Human Resource Management

Unit 2: Labour Market

Unit 3: Recruitment & Selection

Unit 4: Motivation & Reward Systems

Unit 5: Training & Development

Unit 6: Administration & Computerised Information Systems

### Learning Outcome

#### Unit 1: Introduction to Human Resource Management

*Learners should be able to:*

- Explain the development of Human Resource Management concept as distinct from Personnel Management.
- Recognise the characteristics of Human Resource Management.
- Analyse the organisational context in which the Human Resource function operates.
- Distinguish between the respective roles of the Human Resource Manager and line managers.

- Explain the contribution Human Resource Practice can make to the overall success of an organisation.

## **Unit 2: Labour Market**

*Learners should be able to:*

- Analyse the function and contribution of Human Resource Planning in terms of organisational performance.
- Analyse the stages in the process of Human Resource Planning.
- Distinguish between the internal and external labour supply.
- Forecasting the future demand / supply of labour.
- Calculate the wastage / labour turnover of an organisation.
- Construct an age analysis profile for an organisation.
- Calculate absenteeism rates for staff.
- Explore trends in the profile of the Irish Labour Market.

## **Unit 3: Recruitment & Selection**

*Learners should be able to:*

- Examine the nature and importance of job analysis.
- Demonstrate knowledge of the elements of a job description.
- Construct a statement of accountability.
- Outline the criteria for a person specification.
- Evaluate the various methods of advertising used in recruitment.
- Critic the contents of recruitment advertisements.
- Examine the role of external agencies in the recruitment process.
- Evaluate the role of testing as a recruitment method.
- Distinguish between the main types of interview.
- Select the appropriate interview type to use in a specific situation.
- Outline other approaches to selection such as biodata, work sample, graphology etc.
- Evaluate the role of pre-selection.
- Construct an interview report sheet.
- Examine the legal aspect of recruitment and selection.

## **Unit 4: Motivation & Reward Systems**

*Learners should be able to:*

- Define the process of motivation.
- Examine the various theories of motivation.
- Distinguish between extrinsic and intrinsic motivating factors.
- Analyse the relationship between motivation and performance.
- Define the purpose of job evaluation in relation to reward systems.
- Analyse the key features of job evaluation methods.

- Devise a programme for conducting a job evaluation exercise.
- Examine the aims of reward systems.
- Detail the essential characteristics of a reward system.
- Describe the role of pay-related reward systems.
- Demonstrate an awareness of the contents of various pay-related reward packages containing a mixture of pay, benefits and incentives.
- Analyse the role of non-monetary reward systems.
- Evaluate the role of performance management as a motivator.

## **Unit 5: Training & Development**

*Learners should be able to:*

- Distinguish between the terms learning, education and training.
- Examine the principles of learning and their effect on the training process.
- Recognise the factors that influence the training process.
- Examine the role of a training needs analysis within an organisation.
- Analyse the stages of a training needs analysis.
- Conduct a skills audit of an organisation.
- Demonstrate knowledge of the contents of a training objective.
- Compile a training objective.
- Evaluate the various methods of on-the-job training techniques.
- Evaluate the various methods of off-the-job training techniques.
- Analyse the stages in designing a training programme.
- Co-ordinate the implementation of a training programme.
- Conduct an evaluation of a training method employed.

## **Unit 6: Administration & IT Systems**

*Learners should be able to:*

- Examine the role of collating manual records.
- Demonstrate an ability to maintain manual data.
- Design an appropriate filing method for staff records.
- Explore the importance of security considerations and legal issues in relation to data management.
- Identify the benefits of a computerised Human Resource information system.
- Outline the sources of information systems available including readymade packages and custom built systems.
- Examine the factors that influence product selection and acquisition.
- Assess the importance of quality control for data input.
- Examine the variety of information retrieval functions available to the user.