

HRODC Postgraduate Training Institute



A Postgraduate - Only Institution



#100

Extreme Client or Customer Care

Postgraduate Short Course

Leading To:

DIPLOMA - POSTGRADUATE IN

**Extreme Client or Customer Care, 36
Credit-Hours**

Accumulating to A

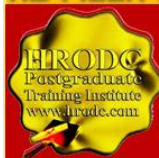
**Postgraduate Certificate,
With 144 Additional Credit-Hours, or A**

POSTGRADUATE DIPLOMA

With 324 Additional Credit-Hours

HRODC Postgraduate Training Institute

HQ : 122A Bhylls Lane, Castlecroft, Wolverhampton, West Midlands WV3 8DZ, UK



Prof. Dr. Ronald B. Crawford - Director

PhD (Uni London); M. Ed. M (Bristol); PGCIS (UWL); Adv. Dip. Sc. Ed (Bristol); Dip. Doc. Res. (Uni Wlv); F.I.M.S.; HR. S. (I.M.S.); Exec. M. AOM; M. AAM; M.I.S.G.S.; M.S.C.O.S.; M. RG. C.



HRODC POSTGRADUATE TRAINING INSTITUTE
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Websites:
<https://www.hrodc.com/>
<https://www.hrodc.london>
[postgraduateshortcourses.com/](https://www.postgraduateshortcourses.com/)

Email:
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122A Bhylls Lane
Wolverhampton
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West Midlands, UK

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+44 1902 763 607
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HRODC Postgraduate Training Institute, A Postgraduate-Only Institution
Our UK Government's Verification and Registration

Our Institute is Verified by, and Registered with, the United Kingdom (UK) Register of Learning Providers (UKRLP), of the Department for Education (DfE). Its UK Provider Reference Number (UKPRN) is: 10019585 and might be located at: <https://www.ukrlp.co.uk/>.

Course Coordinator:

Prof. Dr. R. B. Crawford is the Director of HRODC Postgraduate Training Institute, A Postgraduate-Only Institution. He has the following Qualifications and Affiliations:

- Doctor of Philosophy {(PhD) {University College London (UCL) - University of London}};
- MEd Management (University of Bath);
- Postgraduate (Advanced) Diploma Science Teacher Ed. (University of Bristol);
- Postgraduate Certificate in Information Systems (University of West London, formerly Thames Valley University);
- Diploma in Doctoral Research Supervision, (University of Wolverhampton);



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- Teaching Certificate;
- Fellow of the Institute of Management Specialists;
- Human Resources Specialist, of the Institute of Management Specialists;
- Member of the Asian Academy of Management (MAAM);
- Member of the International Society of Gesture Studies (MISGS);
- Member of the Standing Council for Organisational Symbolism (MSCOS);
- Member of ResearchGate;
- Executive Member of Academy of Management (AOM). There, his contribution incorporates the judging of competitions, review of journal articles, and guiding the development of conference papers. He also contributes to the Disciplines of:
 - Human Resources;
 - Organization and Management Theory;
 - Organization Development and Change;
 - Research Methods;
 - Conflict Management;
 - Organizational Behavior;
 - Management Consulting;
 - Gender & Diversity in Organizations; and
 - Critical Management Studies.

Professor Dr. Crawford has been an Academic in the following UK Universities:

- University of London (Royal Holloway), as Research Tutor;
- University of Greenwich (Business School), as Senior Lecturer (Associate Professor), in Organisational Behaviour and Human Resource Management;
- University of Wolverhampton, (Wolverhampton Business School), as Senior Lecturer (Associate Professor), in Organisational Behaviour and Human Resource Management;
- London Southbank University (Business School), as Lecturer and Unit Leader.


His responsibilities in these roles included:

- Doctoral Research Supervisor;
- Admissions Tutor;
- Postgraduate and Undergraduate Dissertation Supervisor;
- Programme Leader;
- Personal Tutor

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For Whom This Course is Designed

This Course is Designed For:

- Customer Service Representatives;
- Sales Professionals;
- Sales and Customer Service Supervisors and Managers;
- Reception Administrators;
- Front Line Workers;
- Business Owners;
- Entrepreneurs;
- Anybody who comes into contact with customers.


Classroom-Based Duration and Cost:	
Classroom-Based Duration:	6 Days
Classroom-Based Cost:	£6,000.00 Per Delegate
Online (Video-Enhanced) Duration and Cost	
Online Duration:	12 Days @ 3 Hours Per Day
Online Cost:	£4,020.00 Per Delegate

Classroom-Based Course and Programme Cost includes:

- Free Continuous snacks throughout the Event Days;
- Free Hot Lunch on Event Days;
- Free City Tour;
- Free Stationery;
- Free On-site Internet Access;
- Postgraduate Diploma/ Diploma – Postgraduate –or
- Certificate of Attendance and Participation – if unsuccessful on resit.

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Students and Delegates will be given a Selection of our Complimentary Products, which include:

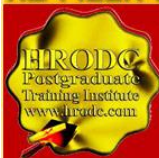
- **Our Branded Leather Conference Folder;**
- **Our Branded Leather Conference Ring Binder/ Writing Pad;**
- **Our Branded Key Ring/ Chain;**
- **Our Branded Leather Conference (Computer – Phone) Bag – Black or Brown;**
- **Our Branded 8-16 GB USB Flash Memory Drive, with Course Material;**
- **Our Branded Metal Pen;**
- **Our Branded Polo Shirt.;**
- **Our Branded Carrier Bag.**

Daily Schedule: 9:30 to 4:30 pm.

Delivery Locations:

- 1. Central London, UK;**
- 2. Dubai, UAE;**
- 3. Kuala Lumpur, Malaysia;**
- 4. Amsterdam, The Netherlands;**
- 5. Brussels, Belgium;**
- 6. Paris, France; and**
- 7. Durban, South Africa;**
- 8. Other International Locations, on request.**

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Extreme Client or Customer Care Course

Leading to Diploma – Postgraduate – in Extreme Client or Customer Care, 36 Credit-Hours, Accumulating to a Postgraduate Certificate, with 144 Additional Credit-Hours, or a Postgraduate Diploma, with 324 Additional Credit-Hours

Course Objectives

By the conclusion of the specified learning and development activities, delegates will be able to:

- Demonstrate an understanding of value of front-line staff to organisational effectiveness;
- Exhibit competence in fundamental aspects of customer/ client service - incorporating sensitivity to clients' needs;
- Exhibit a 'functional' level of interpersonal relationship;
- Communicate effectively with clients, colleagues, juniors and managers;
- Demonstrate an understanding of the legal framework of client service;
- Recall fundamental elements of the '*Sale of Goods Act 1979*';
- Recall the obligations of the retailer/ service provider under the 'Sale of Goods Act 1979';
- Recall the obligation of the producer of goods and service, under the 'Sale of Goods Act 1979';
- Demonstrate their ability to remain calm and courteous during unpleasant situations such as an encounter with an irate client;
- Exhibit an understanding of the functioning of a 'client-driven organisation';
- Exhibit an awareness of the high standard of service, which each client anticipates;
- Demonstrate their ability to initiate improvements in client service;
- Assist clients in solving their problems relating to products and service;

- Illustrate their ability to manage internal and external customer/client care environments;
- Demonstrate their expertise in leading a customer/client care team;
- An understanding of the fundamentals of leadership and management;
- Exhibit leadership in dealing with 'the irate customer/ client';
- Provide examples of the legal application of 'Fitness For Purpose';
- Demonstrate their ability to contribute to the maintenance of customer/ client loyalty;
- Illustrate their understanding of the need to empower front-line staff to redress 'dissatisfactory client/ customer situations';
- Exhibit a willingness to seek help and advice from colleagues and managers, when faced with difficult situations;
- Appreciate the need to maintain a 'generalised client/ customer information system';
- Recall the obligation of the service provider/ product retailer, and manufacturer under *The Supply of Goods and Services Act 1982*;
- Determine what constitutes a 'non-binding' contract, under *The Unfair Terms in Consumer Contracts Regulations 1999*;
- Suggest the role of the Office of Fair Trading (OFT), in dealing with consumers' complaints under *The Unfair Terms in Consumer Contracts Regulations 1999*;
- Indicate The Powers of the Office of Fair Trading, under the *Unfair Terms in Consumer Contract Regulations 1999*;
- Determine the role of Trading Standards in dealing with consumer complaints;
- Recall important points of law in the *Unfair Terms in Consumer Contract Regulations 1999*;
- Demonstrate their ability to remain calm and courteous during unpleasant situations such as an encounter with an irate client;
- Illustrate their ability to manage internal and external customer/ client care environments;
- Exhibit leadership in dealing with 'the irate customer/client';


- Exhibit competence in fundamental aspects of customer/client service - incorporating sensitivity to clients' needs;
- Exhibit an understanding of the organisation and its external environment;
- Demonstrate an understanding of the demands and expectations of external environmental sectors;
- Provided a heightened exposition of what constitutes a role set;
- Present the role set in an organisational context;
- Exhibit an awareness of the conflicting expectations of the role set and individual role segments;
- Describe conflict in a positive light but as an inevitable occurrence that must be effectively managed;
- Employ the most effect method of resolving conflict, in particular situations;
- Provide a an acceptable level of guidance on the internal customer expectations and demands and their implications for the delivery of a high quality standard;
- Make effort that positively influence client behaviour;
- Explain at least 3 factors in client management that might result in client/ customer frustration;
- Use the demeanour of face-to-face client to determine the level of frustration that they might be experiencing;
- Construct and deconstruct Scenarios in 'Client Infuriation';
- Employ effective strategies and tact aimed at putting the irate customer/client at ease;
- demonstrate their ability to depersonalise irate behaviour as, recipient, de-sensitise obnoxious behaviour
- To deal with an irate client, thereby demonstrating their understanding of clients' frustration;
- Converse on the telephone, with potentially or actual Irate Customer or Client, refraining from uttering particular phrases that will heighten their infuriation;
- Explain why spatial territorial invasion might be potentially dangerous for the safety of the client service personnel;

- Demonstrate their ability to facilitate clients' frustration venting, without interruption;
- Illustrate how they will dispense with superiority consciousness, in an effort to foster 'power equalisation';
- Suggest at least three (3) Reasons why a client or customer might be irate;
- Propose the effort that can be made to regain customer/ client trust;
- Provide an indication of the Implications that an uncharacteristic incident might pose for the organisation's reputation and standing in the 'community';
- Demonstrate the most effective ways of Dealing with 'the irate customer/ client over the Telephone;
- Demonstrate the most effective way of dealing with 'the irate customer/ client face-to-face;
- Seek pre-approval of the ability to apply Discretion to Use Organisational Resources to quell Infuriation by clients/ customers;
- Determine when clients or customers have taken ' one step too far', therefore anticipating the worst outcome;
- Determine when the continuous aggressive behaviour of customers or clients, in face-to-face encounters, is posing a threat to personal safety;
- Demonstrate how they will Addressing Personal Safety in the light of an encounter with a continually infuriated client or customer, and the Protective Actions that they might take;
- Explain the actions that they will take 'after the event' of an encounter with an irate customer or client, with the objective of repairing 'organisation-customer relationship'.

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Course Contents, Concepts and Issues

- Who Is A 'Front-Line Staff'?
- Who Has Customer/Client-Relation and Customer/Client-Relation Responsibility?;
- Value of Front-Line Staff to Organisational Effectiveness;
- Features of a Client-Driven Organisation;
- Internal & External Factors Influencing Client Behaviour;
- Client Motivation;
- Responsibility of the Service Provider/Goods Retailer, and Manufacturer under the Supply of Goods and Services Act 1982;
- How Can We Assure Clients That They Are Getting A Good Deal?;
- Working Towards Clients' Continued Accessing Of Service;
- The 'Sale of Goods Act';
- Legal Interpretation of 'Fitness for Purpose';
- Sensitisation and Client Needs: Role Transposition;
- What to Know About Your Clients;
- Maintaining a Generalised Client Information System;
- Dealing with Sensitive Situations: Confidentiality VS Disclosure;
- Dealing with an Irate Client: Understanding Clients' Frustration;
- Improving Worker-Client Relation;
- Dealing With 'The Irate Customer/Client';
- Communication: Perfecting 'The Approach' and Offering Assistance;
- Contributing Tothe Maintenance of Customer/Client Loyalty;
- Empowering Front-Line Staff to Redress 'Dissatisfactory Client/ Customer Situations';
- Seeking Help and Advice from Colleagues and Managers, When Faced With Difficult Situations;
- Dealing With Conflict between Client/Customer and Front-Line Staff;
- The Responsibility of Service Provider/ Goods Retailer under*the Sale and Supply of Goods to Consumers Regulations 2002*;
- Client Service: The Legal Environment;
- Obligations of the Retailer/Service Provider underthe 'Sale of Goods Act 1979';

- The Responsibility of Service Provider/Goods Retailer under *the Sale and Supply of Goods to Consumers Regulations 2002*;
- The *Unfair Terms In Consumer Contract Regulations 1999*;
- What Constitutes a 'Non-Binding' Contract, Under the *Unfair Terms in Consumer Contracts Regulations 1999*?
- The Role of the Office of Fair Trading (OFT), In Dealing with Consumers' Complaints under *the Unfair Terms in Consumer Contracts Regulations 1999*;
- The Powers of the Office of Fair Trading, Under the *Unfair Terms in Consumer Contract Regulations 1999*s;
- The Role of Trading Standards in Dealing with Consumer Complaints;
- The Organisation and Its External Environment;
- Demands and Expectations of External Environmental Sectors;
- What Constitutes A Role Set?;
- Role Set: A Contextual Definition;
- The Role Set and Segmented Expectations;
- Conflict and Its Inescapability;
- The Value of Conflict;
- Conflict and Role Conflict;
- Conflict Resolution or Status Quo Acceptance;
- The Internal Customer: Demand, Expectation and Pertinent Quality Implications;
- Internal and External Factors;
- Influencing Client Behaviour;
- Client/Customer Frustration;
- Client/Customer 'Going Into Excess': The Irrate Client/Customer;
- Characteristics of an Irrate Client/Customer;
- Scenario Building in Infuriation;
- Attempts at Putting the Irrate Customer/Client at Ease;
- Depersonalising Irrate Behaviour;
- Recipient De-Sensitisation of Obnoxious Behaviour;
- Dealing with an Irrate Client: Understanding Clients' Frustration;
- What Not To Say to an Irrate Customer over the Phone;
- Territory Invasion and Consequences;
- Facilitating Frustration Venting Without Interruption;

- Dispensing With Superiority Consciousness;
- Reasons Why a Client or Customer Might Be Irate;
- Regaining Customer/Client Trust;
- Organisational Implications of an Uncharacteristic Incident;
- Dealing with 'The Irate Customer/Client on the Telephone';
- Dealing with 'The Irate Customer/Client Face-To-Face';
- Discretion to Use Organisational Resources to Quell Infuriation;
- One Step Too Far: Anticipating the Worst Outcome;
- Threat to Personal Safety in Face-To-Face Encounters;
- Addressing Personal Safety: Taking Protective Action;
- After The Event: Dealing With the Aftermath of a Headline Incident.

Postgraduate Diploma, Postgraduate Certificate, and Diploma – Postgraduate - Short Course Regulation

Postgraduate Certificate, Postgraduate Diploma, and Diploma – Postgraduate: Their Distinction, Credit Value and Award Title

Postgraduate Short Courses of a minimum of five days' duration, are referred to as Diploma – Postgraduate. This means that they are postgraduate credits, towards a Postgraduate Certificate and Postgraduate Diploma. Postgraduate Certificate and Postgraduate Diploma represent Programmes of Study, leading to Awards bearing their title prefixes. While we refer to our short studies, of 5 days to five weeks, as 'Courses', those with duration of 6 weeks and more are labelled 'Programmes'. Nevertheless, in line with popular usage, we often refer to all study durations as 'Courses'. Another mark of distinction, in this regard, is that participants in a short course are referred to as 'Delegates', as opposed to the term 'Students', which is confined to those studying a Postgraduate Programme.

Courses are of varying Credit-Values; some being Single-Credit, Double-Credit, Triple-Credit, Quad-Credit, 5-Credit, etc. These short courses accumulate to Postgraduate Certificate, with

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a total of 180 Credit-Hours (= 6 X 5-Day Courses or 3 X 10-Day Courses), or Postgraduate Diploma, with a total of 360 Credit-Hours (= 12 X 5-Day Courses or 6 X 10-Day Courses).

Delegates studying courses of 5-7 days' duration, equivalent to 30-42 Credit-Hours (Direct Lecturer Contact), will, on successful assessment, receive the Diploma – Postgraduate Award. This represents a single credit at Postgraduate Level. While 6-day and 7-day courses also lead to a Diploma – Postgraduate, they accumulate 36 and 42 Credit Hours, respectively.

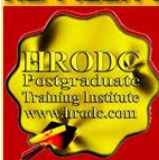
Postgraduate Certificate, Postgraduate Diploma, and Diploma – Postgraduate Assessment Requirement

Because of the intensive nature of our courses and programmes, assessment will largely be in-course, adopting differing formats. These assessment formats include, but not limited to, in-class tests, assignments, end of course examinations. Based on these assessments, successful candidates will receive the Diploma – Postgraduate, Postgraduate Certificate, or Postgraduate Diploma, as appropriate.

In the case of Diploma – Postgraduate, a minimum of 70% overall pass is expected. In order to receive the Awards of Postgraduate Certificate and Postgraduate Diploma, candidates must have accumulated at least the required minimum 'Credit-Hours', with a pass (of 70% and above) in at least 70% of the courses taken.

Delegates and students who fail to achieve the requirement for Postgraduate Certificate, Postgraduate Diploma, or Diploma - Postgraduate - will be given support for 2 re-submissions for each course. Those delegates who fail to achieve the assessment requirement for the Postgraduate Diploma or Diploma - Postgraduate - on 2 resubmissions, or those who elect not to receive them, will be awarded the Certificate of Attendance and Participation.

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Diploma – Postgraduate, Postgraduate Certificate, and Postgraduate Diploma Application Requirements

Applicants for Diploma – Postgraduate – Postgraduate Certificate, and Postgraduate Diploma are required to submit the following documents:

- Completed Postgraduate Application Form, including a passport sized picture affixed to the form;
- A copy of Issue and Photo (bio data) page of the applicant's current valid passport or copy of his or her Photo-embedded National Identity Card;
- Copies of credentials mentioned in the application form.

Admission and Enrolment Procedure

- On receipt of all the above documents we will assess applicants' suitability for the Course or Programme for which they have applied;
- If they are accepted on their chosen Course or Programme, they will be notified accordingly and sent Admission Letters and Invoices;
- One week after the receipt of an applicant's payment or official payment notification, the relevant Course or Programme Tutor will contact him or her, by e-mail or telephone, welcoming him or her to HRODC Postgraduate Training Institute;
- Those intending to study in a foreign country, and require a Visa, will be sent the necessary immigration documentation, to support their application;
- Applicants will be notified of the dates, location and venue of enrolment and orientation, where appropriate.

Modes of Study and Duration of Postgraduate Certificate and Postgraduate Diploma Programmes

There are two delivery formats for Postgraduate Certificate and Postgraduate Diploma Programmes, as follows:

1. Intensive Full-time (Classroom-Based) Mode, lasting 3 months for Postgraduate Diploma, and 6 weeks for Postgraduate Certificate. These durations are based on six hours' lecturer-contact per day, five days (30 hours) per week, for Postgraduate Diploma;
2. Video-Enhanced On-Line Mode. This interactive online mode lasts twenty (20) weeks, for Postgraduate Diploma, and ten (10) weeks for Postgraduate Certificate. Our calculation is based on three hours per day, six days per week.

Whichever study mode is selected, the aggregate of 360 Credit Hours must be achieved.

Introducing Our Video-Enhanced Online Study Mode


In a move away from the traditional online courses and embracing recent developments in technology-mediated distance education, HRODC Postgraduate Training Institute has introduced a Video-Enhanced Online delivery. This Online mode of delivery is revolutionary and, at the time of writing, unique to HRODC Postgraduate Training Institute.

You are taught as individuals, on a one-to-one or one-to-small-group basis. You see the tutor face to-face, for the duration of your course. You will interact with the tutor, ask and address questions; sit examinations in the presence of the tutor. It is as real as any face-to-face lecture and seminar can be. Choose from a wide range of Diploma – Postgraduate Courses and an increasing number of Specialist Postgraduate Certificate and Postgraduate Diploma Programmes. You might also accumulate Postgraduate Short Courses, via this mode of study, over a 6-year period, towards a Postgraduate Certificate or Postgraduate Diploma.

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Key Features of Our Online Study: Video-Enhanced Online Mode

- The tutor meets the group and presents the course, via Video, in a similar way to its classroom-based counterpart;
- All participants are able to see, and interact with, each other, and with the tutor;
- They watch and discuss the various video cases and demonstrations that form an integral part of our delivery methodology;
- Their assessment is structured in the same way as it is done in a classroom setting;
- The Video-Enhanced Online mode of training usually starts on the 1st of each month, with the cut-off date being the 20th of each month, for inclusion the following month;
- Its duration is twice as long as its classroom-based counterpart. For example, a 5-day (30 Credit Hours) classroom-based course will last 10 days, in Video-Enhanced Online mode. This calculation is based on 3 hours tuition per day, adhering to the Institute's required 30 Credit-Hours;
- The cost of the Video-Enhanced Online mode is 67% of similar classroom-based courses;
- For example, a 5-day classroom-based course, which costs Five Thousand Pounds, is only Three Thousand Three Hundred and Fifty Pounds (£3,350.00) in Video-Enhanced Online Mode.


10-Week Video-Enhanced Online Postgraduate Certificate and 20-Week Video-Enhanced Online Postgraduate Diploma

You might study an Online Postgraduate Certificate or Online Postgraduate Diploma, in 10 and 20 weeks, respectively, in the comfort of your office or homes, through HRODC Postgraduate Training Institute's Video-Enhanced Online Delivery. We will deliver the 180 Credit-Hours and 360 Credit-Hours, in line with our regulation, through 'Direct-Lecturer-Contact', within the stipulated timeframe. We aim to fit the tuition around your work, family commitment and leisure, thereby enhancing your maintenance of an effective 'work-study-life-style balance', at times convenient to you and your appointed tutor.

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Cumulative Postgraduate Certificate and Postgraduate Diploma Courses

All short courses can accumulate to the required number of Credit-Hours, for the Postgraduate Certificate and Postgraduate Diploma, over a six-year period from first registration and applies to both general and specialist groupings. In this regard, it is important to note that short courses vary in length, the minimum being 5 days (Diploma – Postgraduate) – equivalent to 30 Credit Hours, representing one credit, as is tabulated below.

On this basis, the definitive calculation on the Award requirement is based on the number of hours studied (aggregate credit-value), rather than merely the number of credits achieved. This approach is particularly useful when a student or delegate studies a mixture of courses of different credit-values.


For those delegates choosing the accumulative route, it is advisable that at least one or two credits be attempted each year. This will ensure that the required 180 Credit-Hours and 360 Credit-Hours, for the Postgraduate Certificate and Postgraduate Diploma, respectively, are achieved, within the designated period. These Credit-Values, awards and their accumulation are exemplified below.

Examples of Postgraduate Course Credits: Their Value, Award Prefix & Suffix – Based on 5-Day Multiples		
Credit Value	Credit Hours	Award Title Prefix (& Suffix)
Single-Credit	30-54	Diploma - Postgraduate
Double-Credit	60-84	Diploma – Postgraduate (Double-Credit)
Triple-Credit	90-114	Diploma – Postgraduate (Triple-Credit)
Quad-Credit	120-144	Diploma – Postgraduate (Quad-Credit)
5-Credit	150-174	Diploma – Postgraduate (5-Credit)
6-Credit	180-204	Postgraduate Certificate
7-Credit	210-234	Postgraduate Certificate (+ 1 Credit)

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Examples of Postgraduate Course Credits: Their Value, Award Prefix & Suffix – Based on 5-Day Multiples		
Credit Value	Credit Hours	Award Title Prefix (& Suffix)
8-Credit	240-264	Postgraduate Certificate (+2 Credits)
9-Credit	270-294	Postgraduate Certificate (+3 Credits)
10-Credit	300-324	Postgraduate Certificate (+ 4 Credits)
11-Credit	330-354	Postgraduate Certificate (+5 Credits)
12-Credit	360	Postgraduate Diploma
360 Credit-Hours = Postgraduate Diploma		
12 X 5-Day Courses = 360 Credit-Hours = Postgraduate Diploma		
10 X 6-Day Courses = 360 Credit-Hours = Postgraduate Diploma		

Exemplification of Accumulated Postgraduate Certificate and Postgraduate Diploma Award Titles


All Specialist Postgraduate Certificate and Postgraduate Diploma Programmes have their predetermined Award Titles. Where delegates do not follow a Specialism, for accumulation to a Postgraduate Diploma, they will normally be Awarded a General Award, without any Specialist Award Title. However, a Specialist Award will be given, where a delegate studies at least seventy percent (70%) of his or her courses in a specialist grouping. These are exemplified below:

- 1. Postgraduate Diploma in Accounting and Finance;**
- 2. Postgraduate Certificate in Accounting and Finance;**
- 3. Postgraduate Certificate in Aviation Management;**
- 4. Postgraduate Diploma in Aviation Management;**
- 5. Postgraduate Certificate in Industrial Health and Safety Management, Incorporating Oil and Gas Safety;**
- 6. Postgraduate Diploma in Industrial Health and Safety Management, Incorporating Oil and Gas Safety;**
- 7. Postgraduate Certificate in Business Communication;**

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Prof. Dr. Ronald B. Crawford - Director

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8. **Postgraduate Diploma in Business Communication;**
9. **Postgraduate Certificate in Corporate Governance;**
10. **Postgraduate Diploma in Corporate Governance;**
11. **Postgraduate Certificate in Costing and Budgeting;**
12. **Postgraduate Diploma in Costing and Budgeting;**
13. **Postgraduate Certificate in Client or Customer Relations;**
14. **Postgraduate Diploma in Client or Customer Relations;**
15. **Postgraduate Certificate in Engineering and Technical Skills;**
16. **Postgraduate Diploma in Engineering and Technical Skills;**
17. **Postgraduate Certificate in Events Management;**
18. **Postgraduate Diploma in Events Management;**
19. **Postgraduate Certificate in Health and Safety Management;**
20. **Postgraduate Diploma in Health and Safety Management;**
21. **Postgraduate Certificate in Health Care Management;**
22. **Postgraduate Diploma in Health Care Management;**
23. **Postgraduate Certificate in Human Resource Development;**
24. **Postgraduate Diploma in Human Resource Development;**
25. **Postgraduate Certificate in Human Resource Management;**
26. **Postgraduate Diploma in Human Resource Management;**
27. **Postgraduate Certificate in Information and Communications Technology (ICT);**
28. **Postgraduate Diploma in Information and Communications Technology (ICT);**
29. **Postgraduate Certificate in Leadership Skills;**
30. **Postgraduate Diploma in Leadership Skills;**
31. **Postgraduate Certificate in Law – International and National;**
32. **Postgraduate Diploma in Law – International and National;**
33. **Postgraduate Certificate in Logistics and Supply Chain Management;**
34. **Postgraduate Diploma in Logistics and Supply Chain Management;**
35. **Postgraduate Certificate in Management Skills;**


- 36. Postgraduate Diploma in Management Skills;**
- 37. Postgraduate Certificate in Maritime Studies;**
- 38. Postgraduate Diploma in Maritime Studies;**
- 39. Postgraduate Certificate in Oil and Gas Operation;**
- 40. Postgraduate Diploma in Oil and Gas Operation;**
- 41. Postgraduate Certificate in Oil and Gas Accounting;**
- 42. Postgraduate Diploma in Oil and Gas Accounting;**
- 43. Postgraduate Certificate in Politics and Economic Development;**
- 44. Postgraduate Diploma in Politics and Economic Development;**
- 45. Postgraduate Certificate in Procurement Management;**
- 46. Postgraduate Diploma in Procurement Management;**
- 47. Postgraduate Certificate in Project Management;**
- 48. Postgraduate Diploma in Project Management;**
- 49. Postgraduate Certificate in Public Administration;**
- 50. Postgraduate Diploma in Public Administration;**
- 51. Postgraduate Certificate in Quality Management;**
- 52. Postgraduate Diploma in Quality Management;**
- 53. Postgraduate Certificate in Real Estate Management;**
- 54. Postgraduate Diploma in Real Estate Management;**
- 55. Postgraduate Certificate in Research Methods;**
- 56. Postgraduate Diploma in Research Methods;**
- 57. Postgraduate Certificate in Risk Management;**
- 58. Postgraduate Diploma in Risk Management;**
- 59. Postgraduate Certificate in Sales and Marketing;**
- 60. Postgraduate Diploma in Sales and Marketing;**
- 61. Postgraduate Certificate in Travel, Tourism and International Relations;**
- 62. Postgraduate Diploma in Travel, Tourism and International Relations.**

The actual courses studied will be detailed in a student or delegate's Transcript.

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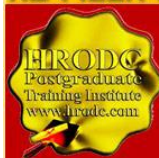
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The submission of our application form or otherwise registration by of the submission of a course booking form or e-mail booking request is an attestation of the candidate's subscription to our Policy Terms and Conditions, which are legally binding.

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