

HRODC Postgraduate Training Institute



A Postgraduate - Only Institution



#123

Key Success Factors (KSFs) and Key Performance Indicators: Strategic Operational Survival Imperatives

Postgraduate Short Course

Leading To:

DIPLOMA - POSTGRADUATE IN

Key Success Factors and Key Performance Indicators, Double Credit, 60 Credit-Hours

Accumulating to A

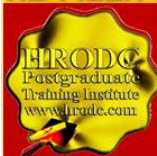
Postgraduate Certificate, With 120 Additional Credit-Hours, or A

POSTGRADUATE DIPLOMA

With 300 Additional Credit-Hours


Page 1 of 23

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
A Postgraduate – Only Institution

Websites:
<https://www.hrodc.com/>
<https://www.hrodc.london/postgraduateshortcourses.com/>

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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);

===== - Page 2 of 23



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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

For Whom This Course is Designed

This Course is Designed For:

- Appreciate the importance of the different success factors in the operation of the organization;
- Understand the underlying concepts of Key Success Factors (KSF);
- Identify the different KSF of their respective organisation/business;
- Find out what drives the business to success in the industry in which it is engaged;
- Determine how the KSF can help the organization achieve its goals and missions;
- Ensure that the KSF are correctly identified and pursued;
- Exhibit their ability to determine which among the KSFs will work effectively for their organization/business;
- Formulate strategies to optimize the organisation's/business's performance;
- Learn the fundamentals of strategic planning;
- Devise an effective strategic plan;
- Identity the different core values;
- Indicate the relationship between the key success factors being employed and the existing core values in the organisation;
- Create a challenging mission for the organisation;
- Set a few key goals;
- Develop a strategy for each new goal;
- Know the importance of abundant communication;
- Propose ideas on how to improve the communication process of the organisation;
- Establish the importance of learning;
- Suggest ways on how to adapt to changing environment more efficiently;
- Establish the interrelationship among the different key success factors;
- Determine how the world's greatest managers handle their jobs;
- Ascertain the different living systems approach to people;
- Recommend some strategies for effective marketing;
- Address key issues associated with marketing;
- Demonstrate their ability in marketing for a small business;
- Enumerate the different approaches to marketing;

- Evaluate the efficiency of their organisation/business operations;
- Learn the proper use of the organisation's/business's finances and facilities;
- Ascertain how to integrate the key success factors with a total success system;
- Enumerate the various kinds of key result indicators;
- Distinguish performance and result indicators;
- Understand the underlying concept of Key Performance Indicator (KPI);
- Determine how the performances of organizations, business units and their divisions, departments and employees are assessed through KPI;
- Give examples of KPI;
- Explain how KPI helps an organisation measure progress towards its goals;
- Measure the performance of the organisation/business;
- Design KPI for their organisation/business;
- Evaluate the effectiveness of the KPI of their organisation/business;
- Demonstrate the ability to choose the correct KPI for their organisation/business;
- Formulate efficient techniques to assess the present state of the organisation/business and its key activities;
- Identify the indicators of organisation/business;
- Ensure proper compliance with the key components of KPI;
- Describe the characteristics of a good KPI;
- Differentiate good KPI from a bad KPI;
- Carry out the correct process for the implementation of KPI;
- Indicate the benefits of KPI to the organisation/business;
- Establish the relationship of KPI to other related management tools;
- Determine the four foundation stones which guide the development and use of KPIs;
- Engineer the organisation's vision, mission and strategy;
- Observe the step-by-step process in developing and using KPIs;
- Distinguish KPI from Critical Success Factor (CSF);
- Identify the different types of CSF;
- Enumerate the key sources of CSF;
- Guarantee proper compliance of CSF methods;
- Incorporate CSF in strategic and business planning; and
- Give examples of CSF.

Key Success Factors (KSFs) and Key Performance Indicators (KPIs): Strategic Operational Survival Imperatives, Leading to Diploma Postgraduate - in Key Success Factors and Key Performance Indicators, Double Credit, 60 Credit-Hours, Accumulating to A Postgraduate Certificate, with 120 additional Credit-Hours, a Postgraduate Diploma, with -300 additional Credit-Hours

Classroom-Based Duration and Cost:	
Classroom-Based Duration:	10 Days
Classroom-Based Cost:	£10,000.00 Per Delegate
Online (Video-Enhanced) Duration and Cost	
Online Duration:	20 Days @ 3 Hours Per Day
Online Cost:	£6,700.00 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.

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.**

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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.**

**Key Success Factors (KSFs) and Key Performance Indicators (KPIs):
Strategic Operational Survival Imperatives Course**

Leading to Diploma – Postgraduate – in Key Success Factors and Key Performance Indicators, Double Credit, 60 Credit-Hours, Accumulating to a Postgraduate Certificate, with 120 Additional Credit-Hours, or a Postgraduate Diploma, with 300 Additional Credit-Hours

Course Objectives


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

- Appreciate the importance of the different success factors in the operation of the organization;
- Understand the underlying concepts of Key Success Factors (KSF);
- Identify the different KSF of their respective organisation/business;
- Find out what drives the business to success in the industry in which it is engaged;
- Determine how the KSF can help the organization achieve its goals and missions;
- Ensure that the KSF are correctly identified and pursued;

===== - Page 7 of 23

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- Exhibit their ability to determine which among the KSFs will work effectively for their organization/business;
- Formulate strategies to optimize the organisation's/business's performance;
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- Ascertain how to integrate the key success factors with a total success system;
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- Measure the performance of the organisation/business;
- Design KPI for their organisation/business;
- Evaluate the effectiveness of the KPI of their organisation/business;
- Demonstrate the ability to choose the correct KPI for their organisation/business;
- Formulate efficient techniques to assess the present state of the organisation/business and its key activities;
- Identify the indicators of organisation/business;
- Ensure proper compliance with the key components of KPI;
- Describe the characteristics of a good KPI;
- Differentiate good KPI from a bad KPI;
- Carry out the correct process for the implementation of KPI;
- Indicate the benefits of KPI to the organisation/business;
- Establish the relationship of KPI to other related management tools;
- Determine the four foundation stones which guide the development and use of KPIs;
- Engineer the organisation's vision, mission and strategy;
- Observe the step-by-step process in developing and using KPIs;
- Distinguish KPI from Critical Success Factor (CSF);
- Identify the different types of CSF;
- Enumerate the key sources of CSF;
- Guarantee proper compliance of CSF methods;
- Incorporate CSF in strategic and business planning; and
- Give examples of CSF.

Course Contents, Concepts and Issues


Part 1: Introducing Organisational Success Factors

- Defining Success Factors;
- The Most Important Success Factor That Works;
- Definition of Success Factors;
- Success Factors and Living System;

===== - Page 9 of 23

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- The Star Model of Success Factors.

Part 2: Strategy as a Fundamental Success Factor

- Concentrating Your Resources – An Ancient Concept;
- Strategy vs. Strategic Planning;
- The Fundamentals of Strategic Planning;
- Importance of The Defining Element;
- Clarifying Core Values;
- Creating a Challenging Mission;
- Setting a Few Key Goals;
- Developing a Strategy for Each New Goal;
- The Living Systems Perspective;
- The Importance of Abundant Communication;
- The Significance of Learning;
- Importance of Effective Communication;
- Significance of Learning: Individual and Organisational Learning;
- Adapting to The Changing Environment;
- Interrelationships with Other Success Factors.

Part 3: The People as the Organisation

- Introducing General Systems Theory;
- Open System and Close Systems;
- System Chaos;
- The Concept of Equifinality;
- Biological Systems;
- The Organisation as an Open System;
- Thinking and Operating Out of the Box.

Part 4: Effective Marketing towards Competitive Advantage

- Core Concept of Marketing;
- Criticism of the Marketing Concept;
- Marketing Philosophy;
- Marketing Planning;
- Marketing Strategy;
- Customer Orientation;
- Organisational Orientation;
- Meeting Customer Needs While Meeting Organisational Goals;
- Inbound Marketing:
 - Market Research;
 - Competitive Analysis;
 - Pricing;
 - Positioning;
 - Naming and Branding.
- Outbound Marketing:
 - Advertising and promotion;
 - Public and Media Relations;
 - Sales Customer Service;
 - Customer Satisfaction;
 - Social Networking.
- Online Marketing:
 - Telemarketing;
 - E-mail Marketing;
 - Social Networking;
 - Online Reputation Management.
- Marketing Public Sector Organisations
- Marketing Non-Governmental Charitable Organisations (NGOs)

Part 5: Managing Non-Human Resource: A Key Success Factor

- Operationalising Key Success Factors;
- Financial Health as a key Success Factor;
- Managing Facilities and Resources: Enhancing Key Success Factors;
- Integrating Key Success Factors for Total System Effectiveness.

KEY PERFORMANCE INDICATOR

Part 6: Introduction to Key Performance Indicator

- Key Result Indicators;
- Performance and Result Indicators;
- Key Performance Indicators (KPI);
- Examples of Key Performance Indicators (KPI);
- Categorization of Key Performance Indicators (KPI);
- Identifying Indicators of Organisation;
- Key Components of Key Performance Indicators (KPI):
 - Starting with what you need to measure and monitor;
 - Establishing current performance benchmark and target levels;
 - Adding KPI project control elements.
- Characteristics of a Good Key Performance Indicators (KPI);
- How to Implement Key Performance Indicators (KPI);
- Benefits of Key Performance Indicators (KPI);
- Management Models That Have a Profound Impact on Key Performance Indicators (KPIs);
- Definitions.

Part 7: Key Performance Indicators (KPI) and Other Related Management Tools

- Key Performance Indicators (KPI) and Balanced Scorecard;
- Key Performance Indicators (KPI) and Benchmark;
- Key Performance Indicators (KPI) and Business Intelligence;
- Key Performance Indicators (KPI) and Business Performance Management;
- Key Performance Indicators (KPI) and Business Performance Measurement;
- Key Performance Indicators (KPI) and Management Information System (Dashboard);
- Key Performance Indicators (KPI) and Overall Equipment Effectiveness;
- Key Performance Indicators (KPI) and Gap Analysis;
- Key Performance Indicators (KPI) and Key Risk Indicator (KRI).

Part 8: Foundations Stones for Implementing Key Performance Indicators

- Four Foundation Stones Guiding the Development and Use of KPIs;
- Defining Vision, Mission and Strategy.

Part 9: Developing and Using KPIs: A 12-Step Model

- STEP 1: Senior Management Team Commitment;
- STEP 2: Establishing a Winning KPI Project Team;
- STEP 3: Establishing a “Just Do It” Culture and Process;
- STEP 4: Setting Up a Holistic KPI Development Strategy;
- STEP 5: Marketing the KPI System to all Employees;
- STEP 6: Identifying Organization-Wide Critical Success Factors;
- STEP 7: Recording Performance Measures in a Database;
- STEP 8: Selecting Team-Level performance Measures;
- STEP9: Selecting Organisational Winning KPIs;
- STEP 10: Developing the Reporting Framework at All Levels;
- STEP 11: Facilitating the Use of Winning KPIs;

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- STEP 12: Refining KPIs to Maintain Their Relevance.

Part 10: Key Performance Indicator (KPI) and Critical Success Factors (CSF)

- Overview – Critical Success Factors;
- Types of CFS;
- 5 Key Sources of CFS;
- KPI vs. CSF;
- CSF Method;
- Using CFS for Strategic and Business Planning;
- Examples of CFS.

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

===== - Page 14 of 23

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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.

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.

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.

===== - Page 18 of 23

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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;**

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Key Success Factors (KSFs) and Key Performance Indicators (KPIs): Strategic Operational Survival Imperatives, Leading to Diploma Postgraduate - in Key Success Factors and Key Performance Indicators, Double Credit, 60 Credit-Hours, Accumulating to A Postgraduate Certificate, with 120 additional Credit-Hours, a Postgraduate Diploma, with -300 additional Credit-Hours

7. **Postgraduate Certificate in Business Communication;**
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;**

===== - Page 21 of 23

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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.**

===== - Page 22 of 23

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

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