

 HRODC Postgraduate Training Institute,
A Postgraduate-Only Institution,
Verified by, & Registered With,
UK's Department for Education.

#099

Time Management and Client or
Customer Care, Postgraduate Course.

Leading To:

Diploma – Postgraduate – in

Time Management and
Client or Customer Care,
Double-Credit,
60 Credit-Hours.

Accumulating to a Postgraduate Certificate,
with 120 additional Credit-Hours, and a
Postgraduate Diploma, with
300 additional Credit-Hours.

Dip- PG - in Time Management and Client Care, Double-Credit, 60 Credit-Hours, Page 1 of 28

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HQ: 122A Bhylls Lane, Wolverhampton, West Midlands, UK.
Primary Website: <https://www.hrodc.com>.
Prof. Dr. R. B. Crawford, Director.


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Prof. Dr. R. B. Crawford - Director
PhD (UCL – Uni London); MEd M. (Uni Bath); PGC IS (Uni West London);
Adv Dip Sc Ed (Uni Bristol); PG Dip Doctoral Research Supervision
(Uni Wolverhampton); F.I.M.S.; HR Specialist (I.M.S.);
Executive M. AOM; M. AAM; M. ISGS; M. SCOS; M. RG.



**Postgraduate Diploma;
Postgraduate Certificate; &
Diploma - PG Courses.
Click To Download List.**



**Our Main Website: <https://www.hrodc.com>
Click To Visit Website!**

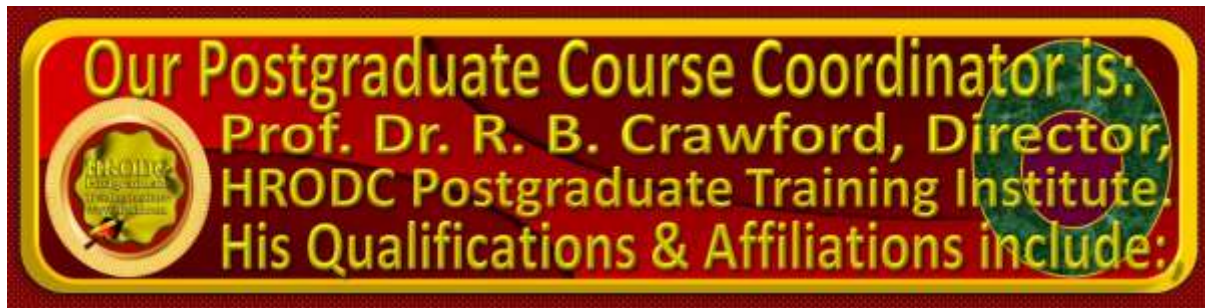


**General Diploma: Access To Postgraduate.
Click For Details!**

PAST DELEGATES **EMAIL US** **CHAT NOW**



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- 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);
- 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.

He was formerly an Expatriate at:

- Ministry of Education, Sokoto, Nigeria;
- Ministry of Science and Technical Education, Sokoto, Nigeria;
- University of Sokoto, Nigeria;
- College of Education, Sokoto, Nigeria; and

Former Editor-In-Chief of 'Sokoto Journal of Education'.





**Reconfiguration of PG Course # 099,
Dip - PG - in Time Management
and Client or Customer Care.
This Dip – PG – Course is
Being Reconfigured.
Similar Ones Are #002; & 053.
Click Here To Locate Them,
On Our Course Finder!**

**For Whom This PG Course is Designed!
This PG Course is Designed For:**

- Academic and Administrative Support Personnel;
- Assistant Vice Chancellor for Advancement;
- Board of Directors;
- Business Administrators;
- Business Analysts;
- Business Development Directors;
- Business Owners;
- Call Centre Officials;
- Call Centre Operatives;
- Call Centre Supervisors;
- Change Management Consultants;
- Chief Executive Officers (CEOs);
- Chief Executives;
- Chief Financial Officers (CFOs);
- Chief Secretaries;

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- Citizens' Advisors;
- Client Managers;
- Client or Customer Tribunal Representatives;
- Client Relations Personnel;
- Client-Service Consultants;
- College Administrators;
- Commodity Dispatchers;
- Commodity Traders;
- Company Secretaries;
- Competition Advisors;
- Complaints Officers;
- Compliance Officers;
- Computer and Information Systems Managers;
- Consultants;
- Consumer and Competition Researchers;
- Consumer Appeal Tribunal Representatives;
- Consumer Law Professors;
- Consumer Protection Agency Officials;
- Corporate Administration Advisors;
- Corporate Executives;
- Corporate Managers;
- Corporate Trainer;
- Customer Relations Personnel;
- Customer Service Representatives;
- Data Encoders;
- Data Entry Operators;
- Departmental Heads;
- Development Training Coordinators;
- Director of Leadership, Services and Consulting;
- Director, Executive and Leadership Development;
- Director, Strategic Business Improvements;
- Directors, Staff Development;
- Divisional Heads;



- Entrepreneurs;
- Executive Director, Ministry Leadership Formation;
- Executive Directors;
- Executive Vice Presidents;
- External Change Agents;
- External Organisational Development Consultants;
- Fair Trade Representatives;
- Front-end Web Developers;
- Front-Line Staff;
- Fund Managers;
- Funding Agents;
- Further Education Lecturers;
- General Academics;
- General Educators;
- General Managers;
- Guest Relations Managers;
- Higher Education Lecturers;
- HR Administrative Support;
- HR Leader, Global HR Leadership Development;
- Human Resource Development (HRD) Practitioners;
- Human Resource Directors;
- Human Resource Executives;
- Human Resource Managers;
- Human Resource Personnel;
- Human Resource Practitioners;
- Human Resource Professionals;
- ICT Specialists;
- Induction Managers;
- Information Technology Managers;
- Internal Change Agents;
- Internal Organisational Development Consultants;
- Inventory Specialists;
- Junior Managers;



- Lead Employees who need to excel at designing, developing and delivering successful Training Programmes;
- Learning and Development Facilitators;
- Learning and Organizational Effectiveness Managers;
- Lecturers of Client or Customer Care;
- Lecturers of Competition Law;
- Lecturers of Consumer Law;
- Lecturers, Generally;
- Line Managers;
- Line Supervisors;
- Management Aspirants;
- Management Graduates;
- Management Information Systems Directors;
- Management Lecturers;
- Management Trainees;
- Manager, Global Organizational and Leadership Development;
- Managers;
- Managing Director, Teacher Leadership Development;
- Managing Directors;
- Manufacturers;
- Manufacturing Representatives;
- Market Regulators;
- Marketing and Sales Personnel;
- Marketing Managers;
- Marketing Supervisors;
- Media Distributors;
- Members of Competition Commissions;
- Middle Managers;
- Movie and TV Directors;
- Movie Editors;
- Mystery Shoppers;
- Non-Executive Directors;
- Organisational Design Lecturers;



- Organisational Design Researchers;
- Organisational Design Specialists;
- Organisational Development Practitioners;
- Organisational Enhancement Officers;
- Organisational Resource Directors;
- Photographers;
- Player Development Directors;
- Production Managers;
- Professional Development Managers;
- Professional Trainers;
- Project Management Team Leaders
- Public Administrators;
- Reception Administrators;
- Receptionists;
- Recruitment and Selection Officers;
- Researchers;
- Retailers;
- Retention Officers;
- Role Enhancement Officials;
- Sales and Customer Service Supervisors;
- Sales Managers;
- Sales Professionals;
- School Administrators;
- Scriptwriters;
- Security Specialists;
- Senior Human Resource Management (HRM) Officers;
- Senior Managers;
- Senior Project Managers;
- Senior Resource Managers;
- Senior Sales Representatives;
- Senior Secretaries;
- Senior Security Specialists;
- Software Engineers;



- Software Quality Assurance Analysts;
- Specialist, Professional Learning;
- Staff Development Managers;
- Store Managers;
- Store Supervisors;
- Supervisors;
- Support Specialists;
- System Administrators;
- Systems Analysts;
- Systems Architects;
- Systems Software Engineers;
- Talent Development and Learning Specialist;
- Team Leaders – Materials Management;
- Team Leaders;
- Technical Specialists;
- Telecommunications Specialists;
- Training and Quality Assurance Coordinators;
- Training Managers;
- Training Specialist;
- University Administrators;
- University Vice Chancellors;
- Venture Capitalists;
- Vice Presidents;
- Vice Provosts, Faculty Affairs;
- Warehouse Managers;
- Wholesalers;
- All others with a demonstrable interest, or desirous of enhancing their expertise, in Time Management, Client or Customer Care, UK Consumer Protection Law, Competition and Marketing;



10-Day Course Duration & Cost:

- * In-Venues Duration: 10 Days;
- * Online Duration: 20 Days (3 Hrs. Per Day).
- * In-Venues Cost: £10,000.00 Per Delegate;
- * Online Cost: £6,700.00 Per Delegate;
- * Group Cost: Varies with its Size.



In-Venues Cost Includes:

- * Snacks & Lunch, on Event-Days;
- * Stationery, Onsite Internet Access, City Tour;
- * Earned Award (PG Dip; PG Cert; Dip – PG; or Gen. Dip);
- * Module Credits, for Incomplete Programmes;
- * Cert. of Attendance & Participation, if Unsuccessful.



Our Branded Complimentary Products.

Students & Delegates Will be Treated To a Selection of:

- * Leather Conference Folder; Leather Conf. Ring Binder;
- * Leather Conference Bag (Black or Brown);
- * Polo Shirt (Black, Blue, Navy, Green, Red, White);
- * Metal Pen (Green, Blue, Maroon, Gold);
- * USB Drive (8-16 GB); Carrier Bag.



Daily Schedule:
09:00 To 16:30
But may Vary, with Location.

Our Scheduled Delivery Locations Include:

- * Amsterdam, Netherlands;
- * Brussels, Belgium;
- * Central London, UK;
- * Dubai, United Arab Emirates (UAE);
- * Kuala Lumpur, Malaysia; &
- * Paris, France.

Other Locations, & Inhouse, on Request.



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**Postgraduate Course
Objectives.**



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

- Determine how efficient time management increases work effectiveness and productivity;
- Develop a personal approach in using your time in the most productive way
- Implement techniques for minimising disruptions;
- Understand the underlying principles of “time” in an organisational wide context;
- Appreciate the importance of time management;
- Know the difference between being “busy” and “productive”;
- Identify time wasters and adopt strategies for eliminating them;
- Make use of the different time management tools to increase their work effectiveness and productivity;
- Develop ways to maximise their personal effectiveness;



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- Understand the difference between important and urgent activities/works;
- Learn how to diffuse the impact of others;
- Adopt appropriate strategies for dealing with interruptions;
- Learn how to handle interruptions constructively;
- Learn how assert themselves politely and calmly;
- Know how to refuse unreasonable requests in the proper manner;
- Specify and explain the four D's in time management;
- Use effective delegation techniques at the workplace;
- Decide which items can be delegated;
- Adopt effective delegation techniques;
- Know how to properly delegate task;
- Relate the concept of Maslow's Hierarchy of Needs with effective time management;
- Explain the pickle jar theory;
- Apply the Pareto Principle (80/20 rule) to time management issues;
- Explain the concept of Eisenhower method;
- Discuss POSEC Method in relation to time management;
- Recognise the variety of causes of procrastination and apply relevant techniques to overcome them;
- Identify time bandits and devise strategies for dealing with them;
- Understand the concept of multitasking;
- Suggest ways to manage multiple tasks;
- Meet tight deadlines with time to spare;
- Beat work related stress;
- Gain a balance between professional goals and personal time;
- Devise ways to avoiding time crunches;
- Formulate strategies in handling unexpected job emergencies;
- Enumerate the benefits of effective time management;
- Specify the effects of poor time management;
- Ascertain their respective goals/objectives;
- Realise the importance of goals;
- Develop useful techniques for setting and achieving goals;
- Determine how goal setting can lead to proper time management;



- Set realistic goals through SMART method;
- Identify their professional goals and personal time;
- Name the different planning tools;
- Devise their personal planner;
- Develop your own individualised plan of action.to maximise their use of time;
- Use practical techniques for organising work;
- Handle e-mails, task and calendar systematically;
- Manage information flow and retrieval process;
- Deal with information overload;
- Devise an organized and systematic schedule and handle it properly;
- Develop their personal “To-Do List”;
- Explain the concept of batching technique and its relationship to time management;
- Learn how to utilize their gap times;
- Manage projects in a systematic way;
- Adopt an effective follow-up system in the workplace;
- Develop and maintain a good time management habit;
- Plan to make the best use of the time available through the art of effective scheduling;
- Learn the step-by-step process in making effective schedule;
- Understand the underlying concept of the prioritisation grid;
- Prioritise ‘urgent’ and ‘important’ activities;
- Explain the time management matrix;
- Develop their personal ABC123 prioritised planning;
- Learn how to prioritise using decision matrices;
- Learn how to maintain their responsibility;
- Know how most managers apportioned their time;
- Enumerate the different time management tips for managers;
- Manage resources more efficiently;
- Conduct an efficient workload analysis;
- Learn how to manage their workloads more effectively;
- Ascertain how to work with disorganised colleagues;
- Specify and explain the four D’s in time management;



- Use effective delegation techniques at the workplace;
- Decide which items can be delegated;
- Adopt effective delegation techniques;
- Know how to properly delegate task;
- Create an effective agenda that will keep the meeting on the track;
- Realise the importance of agenda;
- Specify the steps for running productive and effective meeting;
- Distinguish groupthink from teamthink;
- Reduce time spent in meetings yet contribute more effectively;
- Identify the different meeting menaces and learn how to deal with them;
- Ascertain the possible causes and effects of meeting mismanagement;
- Solve problems through the trading game scenario.
- Demonstrate an understanding of the fundamentals of leadership and management;
- Analyse of other terms considered potentially unfair;
- Appreciate the need to maintain a 'generalised client/ customer information system';
- Ascertain the unfair terms in Holiday Caravan Agreements;
- Assist clients in solving their problems relating to products and service;
- Become familiar with the provisions of Regulations 1999;
- Communicate effectively with clients, colleagues, juniors and managers;
- Demonstrate a heightened understanding of the implications of the Supreme Court's Ruling on Payment Protection Insurance (PPI) in the UK;
- Demonstrate a heightened understanding of the provisions of UK Consumer Protection Law and its application;
- Demonstrate an understanding of the flaws that have been uncovered in the "Payment Protection Insurance Market Investigation Order 2011";
- Demonstrate an understanding of the legal framework of client service;
- Demonstrate an understanding of the value of front-line staff to organisational effectiveness;
- Demonstrate their ability to contribute to the maintenance of customer/ client loyalty;
- Demonstrate their ability to initiate improvements in client service;



- Demonstrate their ability to remain calm and courteous during unpleasant situations such as an encounter with an irate client;
- Demonstrate their expert knowledge of the *Consumer Rights Act 2015*
- Demonstrate their expertise in leading a customer/client care team;
- Determine how the consumer's rights are protected under the Unfair Trading Regulations 2008;
- Determine the Consumer Rights in Paying For Goods and Services;
- Determine the most appropriate way of addressing unfair terms in home improvement contracts;
- Determine the role of the Competition and Marketing Authority (CMA) in Promoting Fairness to Consumers;
- Determine The role of Trading Standards in dealing with consumer complaints
- Determine the role of Trading Standards in protecting consumer rights;
- Determine what constitutes a 'non-binding' contract, under The *Unfair Terms in Consumer Contracts Regulations 1999*
- Discuss the unfair contract terms;
- Distinguish selling at a distance from the distance selling;
- Enumerate the Core Criteria for Consumer Codes of Practice;
- Evaluate the key provisions of Estate Agents Act 1979;
- Exhibit a 'functional' level of interpersonal relationship;
- Exhibit a willingness to seek help and advice from colleagues and managers, when faced with difficult situations;
- Exhibit an awareness of the high standard of service, which each client anticipates;
- Exhibit an understanding of the functioning of a 'client-driven organisation';
- Exhibit competence in fundamental aspects of customer/ client service - incorporating sensitivity to clients' needs;
- Exhibit leadership in dealing with 'the irate customer/ client';
- Explain in detail the principles of "Repair of Refund";
- Explain the concept of "Fit For Purpose" Rule and determine its implications;
- Explain what are covered by the manufacturers' warranty;
- Gain information about Consumer Credit Directive (CCD) 2010/ 2011;
- Identify transactions which are not considered a 'Sale';



- Illustrate their ability to manage internal and external customer/client care environments;
- Illustrate their understanding of the need to Empower Front-line Staff to Redress 'Dissatisfactory Client/ Customer Situations';
- Indicate The Powers of the Office of Fair Trading, under the *Unfair Terms in Consumer Contract Regulations 1999*
- Know the liability of manufacturer under the Consumer Protection Laws;
- Learn how the unfair terms in Consumer Contracts are interpreted;
- Outline at least five provisions of the *Consumer Rights Act 2015*, analysing their enforceability;
- Provide examples of the legal application of 'Fitness For Purpose';
- Recall fundamental elements of the '*Sale of Goods Act 1979*';
- Recall important points of law in the *Unfair Terms in Consumer Contract Regulations 1999*;
- Recall the obligation of the producer of goods and service, under the 'Sale of Goods Act 1979';
- Recall the obligation of the service provider/ product retailer, and manufacturer under *The Supply of Goods and Services Act 1982*
- Recall the obligations of the retailer/ service provider under the 'Sale of Goods Act 1979'
- Specify the retailer's liability under the Consumer Protection Laws;
- Suggest the role of the former Office of Fair Trading (OFT), in dealing with consumers' complaints under *The Unfair Terms in Consumer Contracts Regulations 1999*;
- Indicate the correct interpretation of the law in relation to:
 - Financial Penalties;
 - Cancellation Clauses;
 - Supplier's Right to Cancel Without Notice;
 - Excessive Notice Periods for Consumer Cancellation;
 - Binding Consumers to Hidden Terms;
 - Supplier's Rights to Vary Terms Generally.
 - Right to Change What Is Supplied;
 - Price Variation Clauses;

- Supplier's Right of Final Decision;
- Entire Agreement and Formality Clauses;
- Binding Consumers Where the Supplier Defaults;
- Supplier's Right to Assign Without Consent;
- Restricting the Consumer's Remedies.



Postgraduate Course Contents, Concepts, and Issues.

Dip. Postgraduate Course Outline.

While, so far, we have Provided Pertinent **Information, Incorporating:** Learning Objectives, Duration, Cost, Target Audience, & Coordinator.

We have withheld Details of: Course Contents, Concepts, & Issues. Delegates will receive the Specifics in attendance, At our International Locations, & Online.



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Postgraduate Short Courses are of a minimum of five days' In-Venues (10 days' Online) but less than 6 weeks' In-Venues (less than 10 weeks' Online) 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 or accumulating to Awards bearing their title prefixes. While we, refer to our short studies, detailed above, as 'Courses', those with duration of 6 weeks or 12 weeks In-Venues (10- and 20-weeks' Online) are labelled 'Programmes'. Nevertheless, we conform to popular usage, by often referring to all study durations as 'Courses'. A mark of distinction, though, is that participants in a short course are referred to as 'Delegates', as opposed to the ascription 'Students', which is confined to those studying a Postgraduate Programme.

In line with the above notion, a Postgraduate Certificate might be earned through a 6 weeks' Intensive In-Venues Study, or 10 Online Delivery. Similarly, a Postgraduate



Time Management and Client or Customer Care, Postgraduate Course, Leading to Diploma - Postgraduate - in Time Management and Client or Customer Care, Double-Credit, 60 Credit-Hours, accumulating to a Postgraduate Certificate, with 120 additional Credit-Hours, and a Postgraduate Diploma, with 300 additional Credit-Hours

Diploma might be studied for 12 weeks In-Venues or 20 weeks. They might also be taken through a blend of both modes, providing that a minimum of 6 and 12 Credits and 180 or 360 Credit-Hours, respectively, are earned. You might Pick and Mix Courses, to create your preferred blend of Disciplines, or follow a predesigned Specialist route. They might accumulate from our Postgraduate Short Courses, or through continuous study. [Please click to view and download our List of Specialist Postgraduate Certificate, and Postgraduate Diploma Programmes](#)



Credit-Hours and Credit-Values, in Diploma – Postgraduate - Award

Credit-Hours are the actual amount of time that a lecturer or tutor spends with his or her students or delegates, in both In-Venues and Online Deliveries. Each Five-Day In-Venues, or a Ten-Day Online (3 hours per day) Course consists of 30 Credit-Hours, while a 6-Day In-Venues (12-day Online) course amounts to 36 Credit-Hours. Because Credit-Values are calculated in multiples of 30 Credit-Hours, 60-89 Credit-Hours have a Double-Credit (2 Credit) value, while 90 Credit-Hours earn a Triple-Credit (3 Credits).

A delegate who successfully completes a Postgraduate Short Course of 30 or more Credit-Hours, but which is less than 180 Credit-Hours (Postgraduate Certificate), is awarded a Diploma – Postgraduate. This Award is assigned Credit-Values and Credit-Hours, as are exemplified by the following:

1. Diploma – Postgraduate – in Organisational Change Management, 30 Credit-Hours;
2. Diploma - Postgraduate - in Trainer Training: Training for Trainers, Double-Credit, 60 Credit-Hours:



3. Conveyancing and Property Valuation: Property Law, Double-Credit, 72 Credit-Hours:
4. Diploma – Postgraduate – in University and Higher Education Administration, Triple-Credit, 90 Credit-Hours;
5. Diploma – Postgraduate – in Tourism and International Relations, Quad-Credit, 120 Credit-Hours.

As in the first example, above, where the Credit-Value is not noted in an Award, it must be assumed that it is a Single-Credit Value.

Postgraduate Diploma Award

A Postgraduate Diploma Award is achieved with a minimum of 360 Credit-Hours, through continuous study, or an accumulation of Credit-Hours.

Postgraduate Certificate Award

A Postgraduate Certificate might be gained with a minimum of 180 Credit-Hours, through continuous study or Credit-Hours' accumulation.

Cumulative Postgraduate Certificate, and Postgraduate Diploma Awards

All Postgraduate Short Courses accumulate to a Postgraduate Certificate and a Postgraduate Diploma, on a 'Pic and Mix' or Specialist basis. This means that we maintain academic records for each delegate, indicating the courses studied, with their Credit-Value and Credit-Hours, as are indicated above, '**Credit-Hours and Credit-Values, in Diploma – Postgraduate – Award**'. The Credit-Hours are aggregated to accumulate to at least 180 and 360 Credit-Hours, for a Postgraduate Certificate and a Postgraduate Diploma, respectively. Each Short Course Award (below a Postgraduate Certificate) indicates both its Credit-Value and Credit-Hours, excepting for Single-Credit.

Accumulated Postgraduate Certificate, and Postgraduate Diploma Awards

All Specialist Postgraduate Certificate and Postgraduate Diploma Programmes have predetermined Award Titles. Delegates who do not follow a specialism, for accumulation to a Postgraduate Certificate and Postgraduate Diploma, receive a Generalist, rather than a Specialist, Award. However, a Specialist Award is given to delegates who studied at least seventy percent (70%) of their courses in a specialist grouping, as are exemplified above, under the heading **‘Postgraduate Diploma and Postgraduate Certificate Specialist Award Titles’**.



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

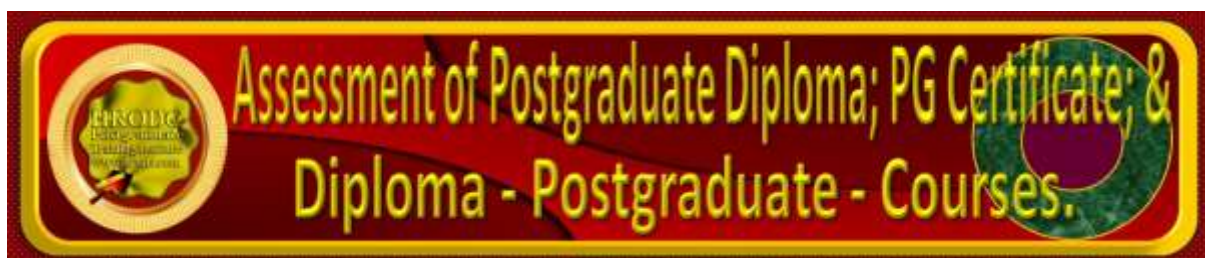
- Completed Postgraduate Application Form, including a passport sized picture affixed to the appropriate section;
- A copy of Issue and Photo (bio data) page/s of the applicant’s current valid passport or copy of ‘Photo-embedded’ National Identity Card;
- Copies of credentials stated in the Application Form.

Admission and Enrolment Procedure

- On receipt of all the above documents, they will be forwarded to our ‘Admissions Committee’, which 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 Invoices;



- Upon receipt of an applicant's payment, we will send him or her an Official Payment Receipt, and Admission Letter, bearing a copy of the Passport-Type in the respective Application Form.
- Those intending to study in a foreign country, and require a Visa, will be sent the necessary **Immigration Documentation**, to support their application;
- **Joining Instruction** will be sent to Students and Delegates, on time to prepare for their enrolment. The incorporated information include:
 - Venue Name, Location, with specific address;
 - Details of Airport Transfer, where appropriate;
 - Start date and time;
 - Registration details;
 - Daily Schedule;
 - Local Transportation Details;
 - Residential Accommodation Details;
 - Leisure and Shopping Facilities, in the area;
 - General Security Information; among others.



Because of the intensive nature of our Courses and Programmes, for In-Venues, and Online modes, assessment will take place during or at the end of the **'active teaching period'**, adopting differing formats. These structures include, but are not limited to:

- In-Class Tests;
- Text-Case Analyses;
- Video-Case Analyses;
- 'Out-of-Class Assignments;
- Individual Presentations;
- Group Presentations; and
- End of Course Examinations.



Based on these assessments, successful candidates will receive either a:

- Diploma – Postgraduate - Award;
- Postgraduate Certificate Award; or
- Postgraduate Diploma Award.

For all the above Awards, a minimum of 70% overall pass is expected. 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.



You might study a Postgraduate Diploma, or Postgraduate Certificate, in 20 or 10 weeks, respectively, in the comfort of your offices or homes, through our Postgraduate Training Institute's Online Delivery Mechanism. We are committed to your achieving the 360 or 180 Credit-Hours, respectively, in line with our **Regulation**, within the stipulated timeframe. The direct "Student-Lecturer-Contact-Times" of 3 hours per day, 6 days per week will ensure that these requirements are met. 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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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.



