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

#108

Travel and Protocol Management, Postgraduate Short Course.

Leading To:

Diploma – Postgraduate – in

Travel and Protocol Management, Quad-Credit, 120 Credit-Hours.

Accumulating to a Postgraduate Certificate, with 60 additional Credit-Hours, and a

Postgraduate Diploma, with 240 additional Credit-Hours.

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+44 20 8133 2760;
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+44 7586 676 208.

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A Postgraduate-Only Institution,
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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.
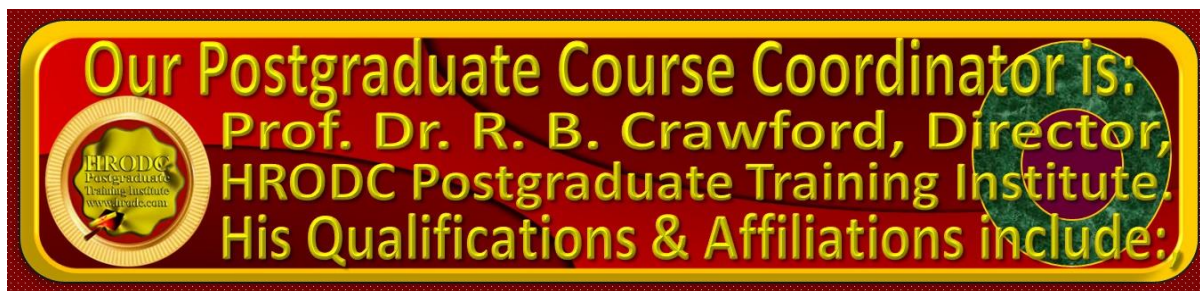

Featured PG Dip; PG Cert; Dip PG.
Click For Details!

General Diploma: Access To Postgraduate.
Click For Details!

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

Our Postgraduate Course Coordinator is: Prof. Dr. R. B. Crawford, Director, HRODC Postgraduate Training Institute. His Qualifications & Affiliations include:

- 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.

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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'.

➢ Chief Executive Officers;

➢ Chief Executives;

➢ Chief Secretaries;

➢ Conflict Resolution Consultants;

➢ Consultants;

- Corporate Directors;

- Directors of Protocol;

- Divisional Managers;

- Embassy Attaches;

- Embassy Events Managers;

- Event Managers;

- Event Organisers;

- Event Planners;

- Events Contractors;

- Events Managers;

- Events Project Coordinators;

- Events Project Leaders;

- Executive Directors;

- Functional Managers;

- Fund Holders;

- General Investors;

- Government Agency Events Project Managers;

- High Commission Events Managers

- High Commission Officials;

- Hotel and Tourism Consultants;

- Human Resource Management Managers;

- Immigration Personnel;

- International Conflict Managers;

- International Negotiators;

- International Negotiators;

- Lecturers of International Affairs;

- Lecturers of Tourism;

- Lecturers;

- Local Tourism Development Officers;

- Management Consultants;

- Management Development Directors;

- Mediation Officers;

➢ Middle and senior managers tasked with the direct delivery of events or oversight of specialist sub-contractors;

➢ National Economists;

➢ National Government Ministers with Events in their Portfolio;

➢ National Government Ministers with Tourism in their Portfolio;

➢ National Tourist Officers;

➢ Non-Executive Directors;

➢ Organisational Leaders;

➢ Performance Consultants;

➢ Performance Measurement Specialists;

➢ Productivity Specialists;

➢ Programme Managers;

➢ Project Commissioners;

➢ Project Evaluators;

➢ Project Managers;

➢ Project Monitoring Personnel;

➢ Project Team Leaders;

➢ Protocol Directors;

➢ Protocol officers, including those covering public relations and/or travel arrangements;

➢ Protocol officers, including those covering public relations and/or travel arrangements;

➢ Protocol Officers, including those covering public relations and/or travel arrangements;

➢ Protocol Officers;

➢ Public Relations Executives;

➢ Public Relations Officers;

➢ Public Relations Researchers;

➢ Quality Improvement Managers;

➢ Risk Analysts;

➢ Risk Managers;

➢ Royal Protocol Officers;

➢ Senior Civil Servants;

- Senior Executives and Managers;
- Senior Financial Advisors;
- Senior Financial Officers;
- Senior Leaders who oversee the activities of Teams;
- Specialist Team Leaders;
- Talent Managers;
- Team Development Personnel;
- Team Leaders;
- Team Members;
- Team Supervisors;
- Those in PR at the national, regional and community level;
- Those in PR in public sector, private sector and not-for-profit organisations;
- Those involved in international activities;
- Those involved in international activities;
- Those responsible for Protocol;
- Those working for international, global, or supranational organisations;
- Those working in multi- or supra-national organisations;
- Those working in multi- or supra-national organisations;
- Tourism Consultants;
- Tourism Development Officers;
- Tourism Ministry Officials;
- Tourism Promoters;
- Training and Development Managers;
- Training Directors;
- Transaction Analysts;
- United Nations Officials;
- Value Analysts;
- Value Engineers;
- Venture Capitalists;
- Vice Presidents;
- War Officers;
- All others who are desirous in enhancing their expertise in Protocol Management, Travel Management; Events Project Management, Meeting

Management, Multi-tasking, Goal-setting, Risk Management, Quality Improvement, prioritizing, Team Formation, Team Development, Team Behaviour, Resonation Control, Transactional Analysis and other salient aspects of Protocol Management, Events Management, Time Management, Leadership and Team Dynamics.

20-Day Course Duration & Cost:

* **In-Venues Duration: 20 Days;**
* **Online Duration: 40 Days (3 Hrs. Per Day).**
* **In-Venues Cost: £20,000.00 Per Delegate;**
* **Online Cost: £13,400.00 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.**

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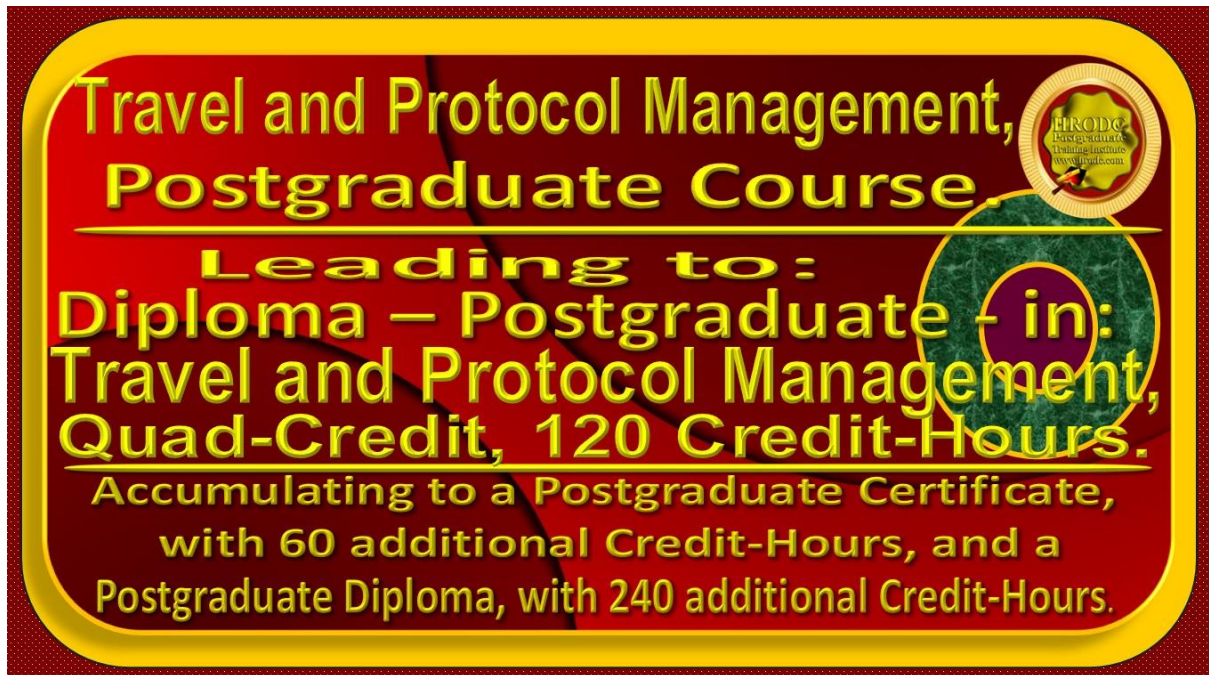
By the conclusion of the specified learning and development activities, delegates will be able to:

➢ Accurately send personalised invitations;

➢ Accurately, elucidate the importance, or otherwise, of 'Photo-Shoots';

➢ Address the importance of effective communication in Protocol Management;

➢ Address the salient issues associated with Dysfunctional Behaviours;

➢ Adopt appropriate strategies for dealing with interruptions;

➢ Adopt effective delegation techniques;

➢ Apply appropriate rewards and, or, disincentives that are applied to a given team situation – thereby promoting team 'functionality';

➢ Apply group dynamics to organisational settings;

➢ Appreciate the importance of averting resonation, during meetings;

➢ Appreciate the importance of resonation during meetings;

➢ Ascertain how to work with disorganised colleagues;

➢ Ascertain the possible causes and effects of meeting mismanagement; and

➢ Ascertain the prevailing relationship between Embassies and High Commission, on the one hand, and Host Government Ministries, on the other;

➢ Ascertain the prevailing relationship with embassies and ministries;

➢ Ascertain the prevailing relationship with embassies and ministries;

➢ Ascertain their respective goals/objectives;

➢ Be conversant with the rules on international freight arrangements for personal belongings;

➢ Beat work related stress;

➢ Clarify roles in team settings;

➢ Conduct an efficient workload analysis;

➢ Correctly interpret responses or non-responses to RSVP;

➢ Create an effective agenda that will keep the meeting on track;

➢ Create an effective Disaster Recovery Plan;

➢ Deal with information overload;

➢ Decide which tasks can be delegated;

➢ Define communication;

➢ Define Group Dynamics and its implications for Protocol Management;

➢ Define Group Dynamics;

➢ Demonstrate a heightened understanding of International Airline Ticketing and Flight Schedules, that will avert flight inconvenience;

➢ Demonstrate a heightened understanding of the different personality types and their corresponding influences;

➢ Demonstrate a heightened understanding of the nature of Strategic Public Relations;

➢ Demonstrate a heightened understanding of the procedures involved in Visa Processing;

➢ Demonstrate a heightened understanding of the type and permanence of the leadership of a team;

➢ Demonstrate a high level of understanding of a team attempts to replace a situational leader, to enhance stability, acceptability or renewed or clarified mission or objectives;

➢ Demonstrate an awareness of their 'Team Building and Maintenance Roles'
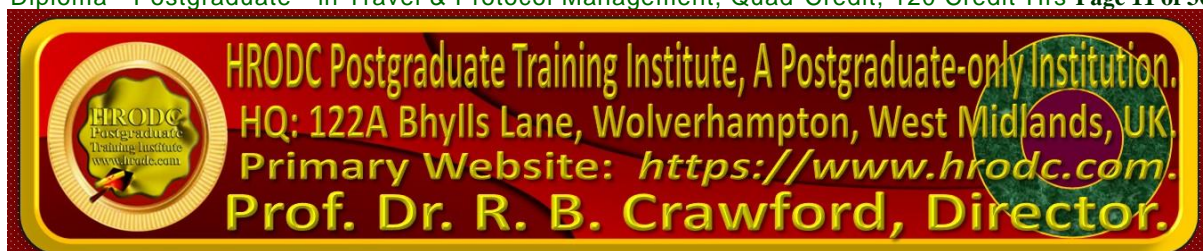
that will improve team effectiveness;

➢ Demonstrate an effective 'leader behaviour' when dealing with dysfunctional behaviours;

➢ Demonstrate an understanding of the notion that societal socio-economic hierarchy might be informally represented in teams;

➢ Demonstrate the effectiveness of the strategy that they have devised for dealing with intra-team competition;

➢ Demonstrate the step-by-step process in making effective schedule;

➢ Demonstrate their ability to Arrange Consulate, Embassy, High Commission, or Hotel Overnight Accommodation;

➢ Demonstrate their ability to avert potential Cultural Infringements;

➢ Demonstrate their ability to conduct 'risk assessment';

➢ Demonstrate their ability to create and sending formal invitations;

➢ Demonstrate their ability to deal with the psychological effect of disbandment;

➢ Demonstrate their ability to determine the necessity, and conduct, of meetings;

➢ Demonstrate their ability to employ transactional analysis in a team context;

➢ Demonstrate their ability to establish and maintain itineraries;

➢ Demonstrate their ability to facilitate cross-cultural relations;

➢ Demonstrate their ability to maintain and improve relationship with High Commission or Embassy, and Host Ministries;

➢ Demonstrate their ability to manage conflict effectively, incorporating the occasions when it should be encouraged;

➢ Demonstrate their ability to organising special events;

➢ Demonstrate their ability to promote effective 'inter-agency' and 'intra-agency' communication;

➢ Demonstrate their ability to shield their Diplomatic Corp;

➢ Demonstrate their ability to use organising as an inherent aspect of Protocol;

➢ Demonstrate their appreciation of the fact that workers belong to different classes, in society;

➢ Demonstrate their appreciation of the importance of time management;

➢ Demonstrate their awareness of the value of team cohesiveness and team solidarity, and the dangers of over-cohesiveness.

➢ Demonstrate their expertise in arranging Visits To their Home Country;

➢ Demonstrate their familiarity with the procedures involved in passport processing;

➢ Demonstrate their grasp of the salient issues associated with performance management;

➢ Demonstrate their understanding of Political, Economic, Social, Technological, Ecological, and Legal (PESTEL) Factors, outlining how they might impinge on the role and operation of a Foreign Mission.

➢ Demonstrate their understanding of Resonation as an issue in team effectiveness;

➢ Demonstrate their understanding of some culturally enshrined behaviour of their host or foreign nationals;

➢ Demonstrate their understanding of the 'risky shift syndrome', outlining the steps that they will take to avert them;

➢ Demonstrate their understanding of the concept of Continuity Management in the Public Sector;

➢ Demonstrate their understanding of the concept of multitasking;

➢ Demonstrate their understanding of the difference between important and urgent activities/works;

➢ Demonstrate their understanding of the factors contributing to managers' time-wasting activities;

➢ Demonstrate their understanding of the importance of Gatekeeping in team formal settings;

➢ Demonstrate their understanding of the importance of Strategic Public Relations in 'Image Formulation' and Maintenance;

➢ Demonstrate their understanding of the theoretical and practice bases of Team Dynamics;

➢ Demonstrate their understanding of the underlying principles of "Time" In An Organisational Wide Context;

➢ Demonstrate their verbal and written communication skills, for excellent presentation;

➢ Demonstrate their willingness to maintain the highest level of Confidentiality, and Secrecy, as are appropriate;

➢ Demonstrate their understanding of the social and psychological relevance of the stages of formation of a group;

➢ Describe the effort that they will make to enhance the 'critical faculty' of their team;

➢ Detect Dysfunctional Behaviours in Team Settings;

➢ Determine how efficient time management increases work effectiveness and productivity;

➢ Determine how goal setting can lead to proper time management;

➢ Determine the formalities and rules applicable to visa arrangements and processing;

➢ Determine the optimum team size for effective functioning;

➢ Determine the various corporate social responsibilities of their organisation and devise other responsibilities as may be applicable;

➢ Determine why a temporary team is likely to be more problematic to lead than a permanent team;

➢ Develop a Continuity Plan for a National, Regional or State Government, or Organisation;

➢ Develop effective communication strategies that might be applied to team settings, minimising technical language;

➢ Develop strategies in handling crisis which may affect their organisation;

➢ Develop strategies in Planning, Organisation and Management, as aspect of their Protocol Duties;

➢ Develop strategies that address a crisis that might affect their National or State Government, or Parastatal, managing the associated risks;

➢ Develop strategies that address a crisis that might affect their National or State Government, or Parastatal, managing the associated risks;

➢ Develop their personal "To-Do List;"

➢ Devise appropriate protocol for specific diplomatic convoys;

➢ Distinguish between 'Groupthink' and 'Teamthink';

➢ Distinguish between Command Teams, Boards, Committees and Task Forces;

➢ Distinguish between groups and mere aggregations;

➢ Distinguish between Temporary Committees and Standing Committees;
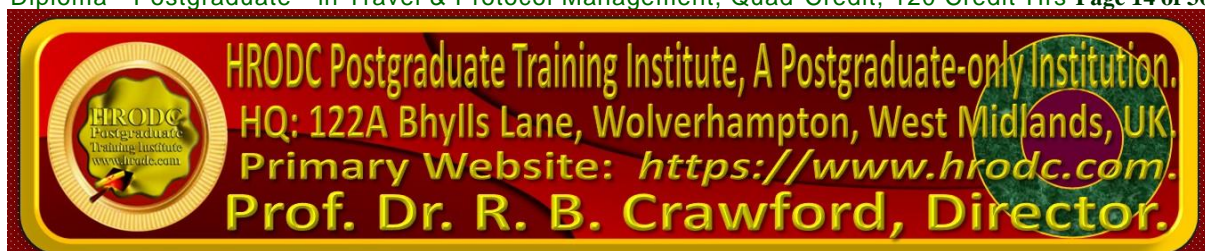
➢ Distinguish the difference between groupthink and teamthink;

➢ Draft an outstanding contingency plan for their organisation;

➢ Elucidate the importance of effective communication in Protocol Management;

➢ Employ strategies to encourage enthusiastic participation and contribution in the meetings;

➢ Employ strategies to encourage enthusiastic participation and contribution in meetings;

➢ Enumerate the barriers to effective communication and propose some ways to overcome them;

➢ Enumerate the benefits of effective time management;

➢ Enumerate the different time management tips for managers;

➢ Enumerate the duties and responsibilities of the different airport personnel and officers;

➢ Establish a basis for standard setting in their teams;

➢ Evaluate the effectiveness of their strategy for addressing situations where team members seek sympathy;

➢ Exemplify how to utilize their gap times;

➢ Exhibit a heightened understanding of the concept of General Protocol Management;

➢ Exhibit a heightened understanding of the intimidating effect that class might have on team members, and, hence, the leader's responsibility to ensure that this informal hierarchy is dispensed with in the promotion of a 'classless team';

➢ Exhibit n understanding of the phases of Forming, Storming, Norming, Performing and Disbandment;

➢ Exhibit tact in discouraging team members' distracting behaviours;

➢ Exhibit their ability to develop appropriate protocol for specific scenario;

➢ Exhibit their ability to, effectively and smartly, initiate and concluder Hotel and Airline Reservations;

➢ Exhibit their awareness of relevant 'Official Secrets Acts';

➢ Exhibit their competence in 'Media Relationship Management';

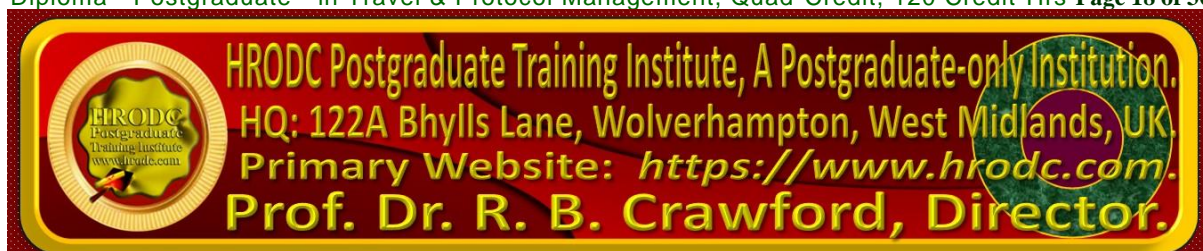➢ Exhibit their competence in advising on 'Events Organisation';

➢ Exhibit their competence in choosing appropriate Events for International Visitors;

➢ Exhibit their competence in establishing heightened Events Standard;

➢ Exhibit their competence in maintaining Conventional and Exemplary Etiquette Rules;

➢ Exhibit their competence in maintaining cultural awareness;

➢ Exhibit their competence to 'management', as elements of Protocol;

➢ Exhibit their competence to general research methods;

➢ Exhibit their competence to use planning as an element of Protocol;

➢ Exhibit their enhanced verbal and written communication skills, for improved presentations;

➢ Exhibit their tactical skills, as are necessary for the facilitation of Strategic Public Relations;

➢ Explain the bases for the feeling of 'Togetherness' or 'Awareness' IN an Aggregation;

➢ Explain the efforts that they currently make, or will be making, to adhere to the Data Protection Regulation of their Host and other Foreign Countries;

➢ Explain the occasions in which a situational leader is likely to emerge;

➢ Explain the procedure for arranging visits to their Host Country;

➢ Explain the role of a State Protocol Officer;

➢ Explain the Team Typological Bases;

➢ Explain why a team's disbandment might have a negative psychological effect on members and the team leader;

➢ Formulate corporate strategies pertinent to the operation of their organisation;

➢ Formulate strategies in handling unexpected job emergencies;

➢ Formulate their individualized plan of action, to maximise their use of time;

➢ Handle exhibition planning and participation;

➢ Identify the different meeting menaces and suggest how to deal with them;

➢ Identify the different ways of visa processing, arrangements and the common requirements observed in various countries;

➢ Identify the requirements for arranging business travel;

➢ Identify their professional goals and personal time;

➢ Identify time bandits and devise strategies for dealing with them;

➢ Identify time wasters and adopt strategies for eliminating them;

➢ Illustrate how they might resolve interpersonal problems among team members;

➢ Illustrate how they will assert themselves politely and calmly, within their varying work contexts;

➢ Illustrate how they will determine the contribution of each team member to team goal accomplishment;

➢ Illustrate how they will enhance the issue of 'gatekeeping' to ensure that team members, in general, participate in team meetings, extending support to the weak, ensuring that introverted team members are not intimidated or 'crushed' by the extroverted;

➢ Illustrate how they will manage their workloads more effectively;

➢ Illustrate how to diffuse the negative impact of others;

➢ Illustrate their ability to choose appropriate gifts, for dignitaries;

➢ Illustrate their ability to coordinate with Peers;

➢ Illustrate their ability to manage the risk to their organisations, using the principles of continuity management and disaster recovery;

➢ Illustrate their acquisition of competence in in Planning, Organising and Managing, as elements of their Protocol Duties;

➢ Illustrate their conversance with the Immigration Regulations and requirements of specific countries;

➢ Illustrate their tactical skills with respect to Strategic Public Relations;

➢ Implement techniques for minimising disruptions;

➢ Indicate how they have been maintaining, or will establish and maintain excellent relationship with the Ministries in their Host Country, particularly the Foreign Ministry;

➢ Indicate how they will address the issue of interruptions constructively;

➢ Indicate how they will establish key competencies in teams;

➢ Indicate how they will help team members to channel their energies into task performance, establishing realistic goals;

➢ Indicate how they will recognise resonation in their teams, indicating the steps that they will take to avert or reduce its occurrence, outlining how they will be 'cautioning' resonators;
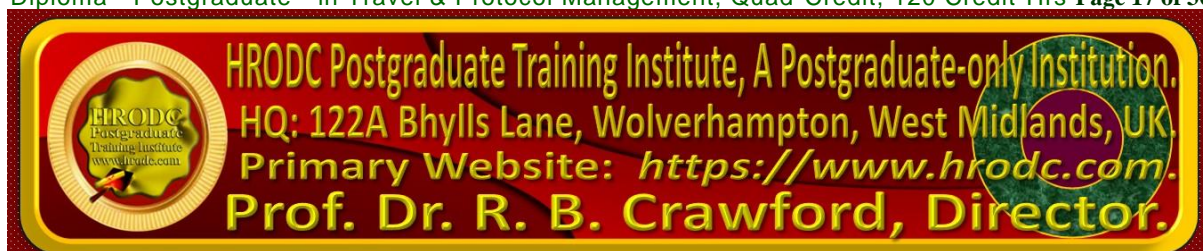
➢ Indicate how they will reward exceptional performance in their teams;

➢ Indicate how they will utilise the different time management tools to increase their work effectiveness and productivity;

➢ Indicate how they would handle blocking, effectively;

➢ Indicate the most appropriate ways in which to promote the relationship between Embassies and High Commission, on the one hand, and Host Government Ministries, on the other;

➢ Indicate the range of tangible rewards that might be utilised in a team;

➢ Indicate the risk mitigation measures that they will employ, in different scenarios;

➢ Indicate the steps that they will take to harmonise their teams;

➢ Indicate their acceptance of the importance of goals;

➢ Initiate internal and online communications pursuant to a Public Relations Role;

➢ Internalise the dysfunctional effect of 'resonation' in a team context;

➢ Make proper coordination with hotels for visa processing;

➢ Make special arrangements and planning for vehicular convoys;

➢ Manage information flow and retrieval process;

➢ Manage projects in a systematic way;

➢ Manage resources more efficiently;

➢ Meet tight deadlines with time to spare;

➢ Name the different planning tools;

➢ Narrate the duties and responsibilities of the different airport personnel and officers;

➢ Narrate their effort to maintain protocol consistency;

➢ Order the team formation stages, explaining the psychological issues that beset them and relate them to organisational functioning;

➢ Outline the difference between being "busy" and "productive;"

➢ Outline the steps that they will take to avert groupthink and promote team think;

➢ Perform Online Public Relation Duties, in response to environmental dynamics;

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- ➢ Plan to make the best use of the time available through the art of effective scheduling;

- ➢ Prioritise 'urgent' and 'important' activities;

- ➢ Produce effective seating arrangements, in specified formal occasions;

- ➢ Propose an effective remedy to 'member withdrawal';

- ➢ Propose an effective way of dealing with interfering behaviour;

- ➢ Propose how they will establish excellent working relationship with Business Operators in their Host Country;

- ➢ Propose how they will initiate Visits Follow-ups;

- ➢ Propose measures towards a team's performance improvement;

- ➢ Propose standards of measuring competence in teams;

- ➢ Propose suitable intangible rewards that might be applied to a team situation;

- ➢ Propose useful techniques for setting and achieving goals;

- ➢ Provide a basis for a team's standard setting - establishing standards and evaluating progress;

- ➢ Provide an individually synthesized proposal for dealing with aggressiveness;

- ➢ Provide examples of command teams, highlighting the situations in which a leader might belong to two, simultaneously;

- ➢ Provide examples of how a leader should encourage desirable behaviours in a team;

- ➢ Put forward a satisfactory way of addressing 'special pleading';

- ➢ Simulate online public relation duties, as is demanded by the modern life;

- ➢ Solve problems through the 'Trading Game Scenario'.

- ➢ Specify the negative effects of poor time management;

- ➢ Specify the skills necessary for an effective Public Relations Management;

- ➢ Specify the skills necessary for the promotion of an effective public relations;

- ➢ Specify the steps that managers and team leaders need to take, to ensure productive and effective meetings;

- ➢ Suggest at least three causes of procrastination, proposing relevant techniques to overcome them;

- ➢ Suggest how one might address unreasonable requests from one's manager;

- ➢ Suggest how one might develop and maintain a good time management habit;

- ➢ Suggest how they might employ an effective diversity management that
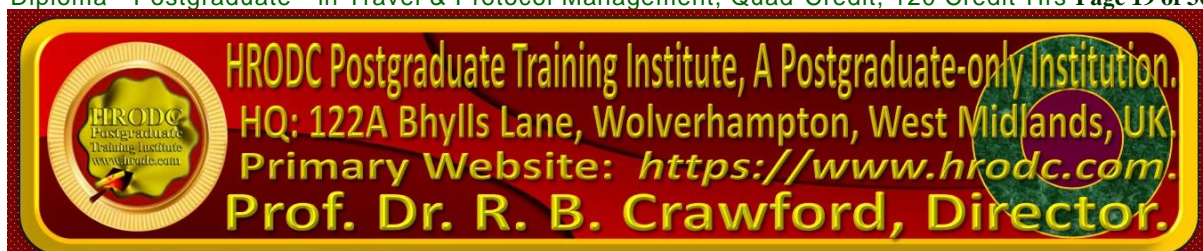
discourages resonation;

➢ Suggest how they will maintain their responsibility;

➢ Suggest how they will, effectively, research traditions and customs of host and foreign countries;

➢ Suggest how to determine which individual members of a team can improve their performance – and subsequently, their contribution to the team as a way of harnessing team synergy;

➢ Suggest how to establish acceptable performance levels in teams, observing performance indicators;

➢ Suggest how to reduce time spent in meetings, without impairing operational effectiveness;

➢ Suggest the differences in interpretation of groups and teams;

➢ Suggest the efforts necessary to avert etiquette breaches by mission members;

➢ Suggest the most effective ways of dealing with task delegation;

➢ Suggest the protocol that might be initiated in International Relations, for Internal Disaster Management;

➢ Suggest ways for effective implementation and maintenance of corporate identity.

➢ Suggest ways of improving team morale, while enhancing their effectiveness;

➢ Use effective delegation techniques in a workplace setting;

➢ Use practical techniques for organising work.
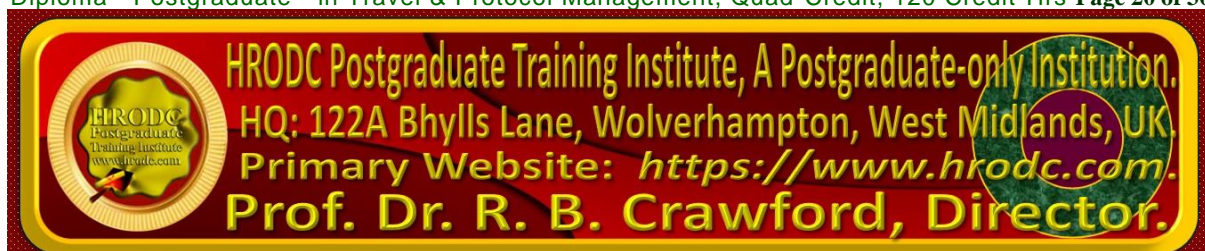
Postgraduate Course Contents, Concepts, and Issues.

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.

Part 1: Visa and Immigration Formalities

Part 2: UK Visa Categories and Their Requirements

Part 3: Hotel and Airline Booking Arrangements

Part 4: The Nature of Strategic Public Relations

Part 5: Professional Travel Agency Management

Part 6: Travel Booking On Location, and Online: Legal and Marketing Issues.

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Part 7: Financial, Sales and Customer Relations Aspects of Travel Agency Management.

Part 8: Executing The Protocol Management Role.

Part 9: Communication, Documentation, and Salient Protocol Management Areas.

Part 10: Important Cultural Aspects of Protocol Management.

Part 11: Political, Economic, Social, Technological, Ecological and Legal Factors, and Their Relation To Protocol Management.

Part 12: Protocol For Events Planning and Hosting.

Part 13: Salient Team Dynamics Issues in Travel and Protocol Management.

Part 14: Team Typologies and Their Bases, in Travel and Protocol Management.

Part 15: Team Formation, Stage Significance and Role Implications.

Part 16: Team Leadership for Effective Travel and Protocol Management.

Part 17: Effecting Protocol Management in an Organisational Team Setting.

## Part 18: Enhancing Team Performance in Travel and Protocol Management.

Part 19: Enhanced Protocol Management in a Dynamic Team Setting.

Part 20: Addressing Resonation and Issues Associated with Transactional Analysis, in Travel and Protocol Management

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 Diploma might be studied for 12 weeks In-Venues or 20 weeks. They might also be
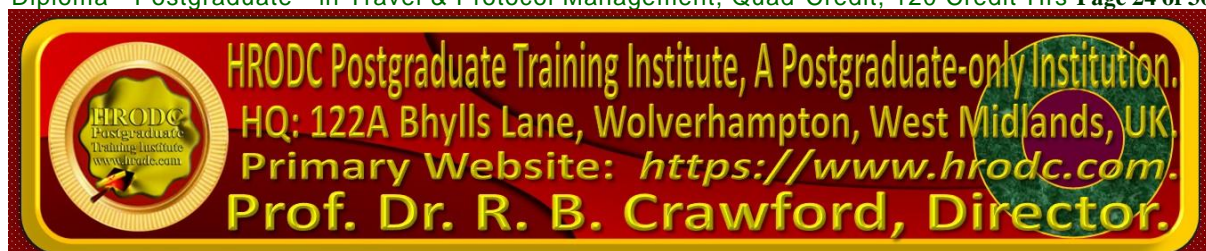
taken through a blend of both modes, providing that a minimum of 6 and 12 Credits and 180 or 360 Credit-Hours, respectively, are earned. You might Pick and Mix Courses, to create your preferred blend of Disciplines, or follow a predesigned Specialist route. They might accumulate from our Postgraduate 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:
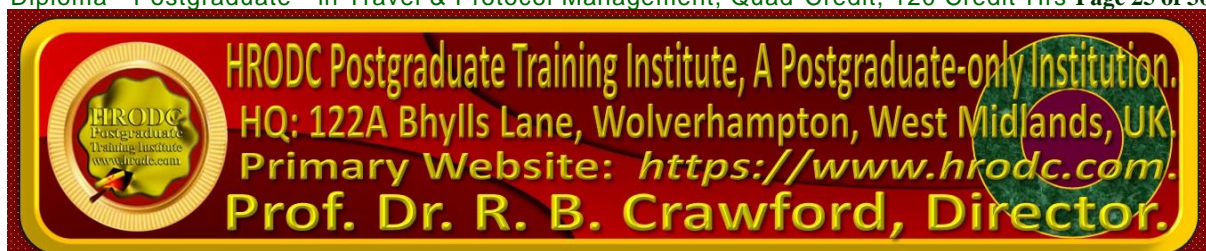
3. Conveyancing and Property Valuation: Property Law, Double-Credit, 72 Credit-Hours:

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:

- o Venue Name, Location, with specific address;
- o Details of Airport Transfer, where appropriate;
- o Start date and time;
- o Registration details;
- o Daily Schedule;
- o Local Transportation Details;
- o Residential Accommodation Details;
- o Leisure and Shopping Facilities, in the area;
- o General Security Information; among others.
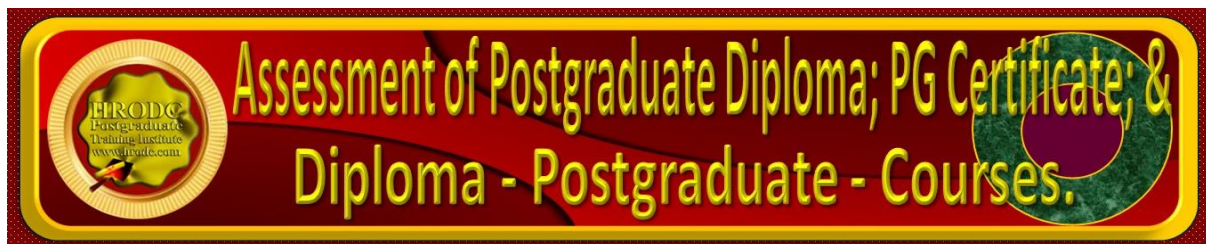
Because of the intensive nature of our Courses and Programmes, for In-Venues, and Online modes, assessment will take place during or at the end of the **'active teaching period'**, adopting differing formats. These structures include, but are not limited to:

➢ In-Class Tests;

➢ Text-Case Analyses;

➢ Video-Case Analyses;

➢ 'Out-of-Class Assignments;

➢ Individual Presentations;

➢ Group Presentations; and

➢ End of Course Examinations.
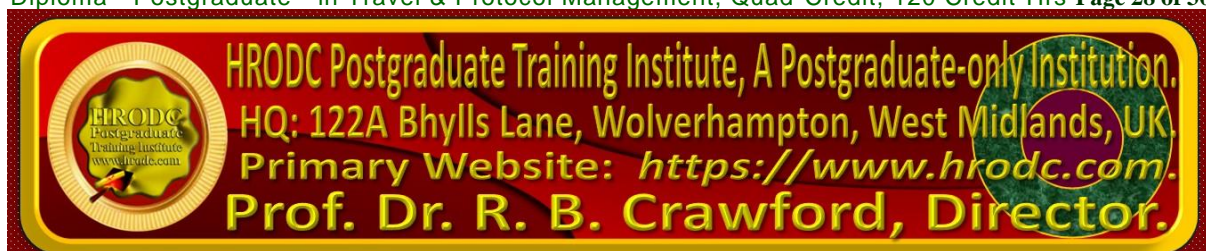
Based on these assessments, successful candidates will receive either a:

➢ 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.
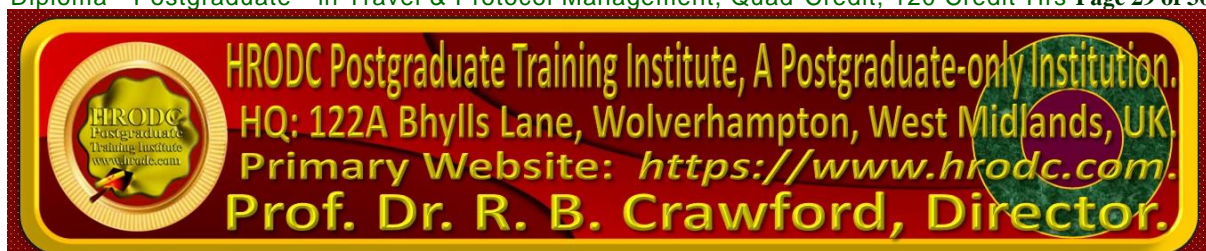
Click, or copy and paste the URL, below, into your Web Browser, to view our Service Contract, incorporating Terms and Conditions.

https://www.hrodc.com/Service_Contract_Terms_and_Conditions_Service_Details_Delivery_Point_Period_Cancellations_Extinuating_Circumstances_Payment_Protocol_Location.htm

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.