Online Quality Assurance and Quality Control, Incorporating ISO 9000 Course, Leading to Diploma – Postgraduate in Online Quality Assurance and Quality Control, Incorporating ISO 9000 (Quad Credit), Accumulating to Postgraduate Diploma

208.M1

Online Quality Assurance and Quality Control Incorporating ISO 9000

Course or Seminar

Leading To:

DIPLOMA - POSTGRADUATE IN

Quality Assurance and Quality Control Incorporating ISO 9000 (Quad Credit)

Accumulating to

POSTGRADUATE DIPLOMA
Online Quality Assurance and Quality Control Incorporating ISO 9000

Course or Seminar

Leading To:

DIPLOMA - POSTGRADUATE IN

Quality Assurance and Quality Control
Incorporating ISO 9000 (Quad Credit)

Accumulating to

POSTGRADUATE DIPLOMA
Course Coordinator:
Prof. Dr. R. B. Crawford – Director of HRODC Ltd. and Director of HRODC Postgraduate Training Institute, A Postgraduate-Only Institution. He has the following Qualifications and Affiliations:

- Doctor of Philosophy {(PhD) (University of London)};
- MEd. Management (University of Bath);
- Advanced Dip. 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 Academy of Management (MAoM), within the following Management Disciplines:
  - 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.

- 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);
- Life Member of Malaysian Institute of Human Resource Management (LMIHRM);
- Member of ResearchGate Community;
- Member of Convocation, University of London;
- Professor HRODC Postgraduate Training Institute.

Prof. Crawford was an Academic at:

- University of London (UK);
- London South Bank University (UK);
- University of Greenwich (UK); and
- University of Wolverhampton (UK).

For Whom This Course is Designed
This Course is Designed For:

- Quality Assurance (QA) Managers;
- Quality Control (QC) Managers;
- QA Engineers;
- Process Engineers;
- GMP Managers;
- Chief Executive Officers (CEOs);
Online Quality Assurance and Quality Control, Incorporating ISO 9000 Course, Leading to Diploma – Postgraduate in Online Quality Assurance and Quality Control, Incorporating ISO 9000 (Quad Credit), Accumulating to Postgraduate Diploma

- Chief Operating Officers (COOs);
- Managing Directors;
- Auditors;
- Regulatory/Quality Compliance Professionals;
- Production Managers and Supervisors;
- Manufacturing Engineers;
- Plant and Purchasing Managers;
- Engineering Supervisors;
- Those with responsibility for implementing quality management system;
- Those with an interest in quality management system.

Duration: **40 Days, Based On 3 Hours Per Day Tuition**

Cost: **£13,400.00 Per Delegate**

Please Note:
- V.A.T. (Government Tax) does not apply to Corporate Sponsored Individuals, taking Programmes or Courses in any location - within or outside the UK.
- It applies only to Individuals and Corporations based in the UK and to Non-UK Individual Residents taking courses in the UK.

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**Video-Enhanced Online Quality Assurance and Quality Control Incorporating ISO 9000 Course**

**Leading to Diploma-Postgraduate in Quality Assurance and Quality Control Incorporating ISO 9000 (Quad Credit)**

Our Video-Enhanced Online Mode of delivery of this course is the same as being in a classroom – but virtually.

- This Video-Enhanced Online mode of delivery is Revolutionary and currently unique to HRODC Postgraduate Training Institute.
- The tutor will meet the group on Video and present the course, in the same way as though in a classroom.
- Where there is more than one participant, they will be able to see and interact with each other, and with the tutor.
They will watch and discuss the various video cases and demonstration videos that form an integral part of our courses.

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 the previous month. This cut-off date means that Admission should have been granted and fee payment received;

It will last twice as long as the classroom-based deliveries. 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, meeting the Institute’s required 30 Credit-Hours.

The cost of the Video-Enhanced Online mode is 67% of the classroom-based course.

For example, a 5-day classroom-based course, which costs Five Thousand Pounds, costs only Three Thousand Three Hundred and Fifty Pounds (£3,350.00) in Video-Enhanced Online Mode.

Quality Assurance and Quality Control Incorporating ISO 9000
Leading to Diploma-Postgraduate in Quality Assurance and Quality Control Incorporating ISO 9000 (Quad Credit)

Course Objectives

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

- Demonstrate their appreciation for consumer and client demand for quality;
- Demonstrate their awareness of consumers’ increasing quality consciousness;
- Exhibit an understanding of the role of Quality Systems in:
  a. Creating a positive organisational image
  b. Lowering operational costs
  c. Reducing or averting product or service liability litigation;
- Demonstrate their understanding of ‘Modern Control Systems;’
- Determine the place of mutual adjustment, as a co-ordinating mechanism within specific organisational settings – determined by their sizes and stages of development, and work process;
- Determine how management information systems support organisational control;
- Determine the cybernetic value of computerised information system in general organisational functioning and specifically management control system;
- Evaluate the impact of a haphazard management accounting system on the overall organisational control mechanism;
- Explain the import conversion export process;
- Apply the concept of equifinality in organisational control;
- Indicate when managerial control should be relaxed, to facilitate organisational development, quality improvement and continuous professional development;
- Establish quality objectives;
- State quality objectives as precisely as possible;
- Set quality objectives in relation to other organisational objectives;
- Relate objectives to specific actions, whenever necessary;
- Pinpoint exceeded results;
- Specify when goals are expected to be achieved;
- Distinguish between strategic, tactical and operational quality objectives;
- Establish a ‘quality-throughput accounting balance;’
- Demonstrate how a continuous improvement strategy might be designed and implemented;
- Illustrate how just-in-time system works in practice;
- Establish the difference in ‘push’ and ‘pull’ between Just-In-Time (JIT) System and Material Requirement Planning (MRP);
- Demonstrate their understanding of the fundamental differences between JIT and MRP;
- Demonstrate the quality benefits of JIT vs. MRP;
- Indicate the quality issues involved in JIT and MRP;
- Exhibit Their understanding of the Sourcing strategies, which are necessarily employed in JIT and MRP;
- Demonstrate their ability to circumvent problems posed by Single Sourcing;
Exhibit their understanding of the fundamental tenets of Total Quality Management (TQM); and
Evaluate the standards proposed by internationally acclaimed quality protagonists, such as:
   a. Philip B. Crosby,
   b. W. Edwards Deming,
   c. Joseph M. Juran,
   d. Shigeo Shingo, and
   e. Armand V. Eigenbaum

Course Contents, Concepts and Issues

Part 1 – Quality Assurance and Quality Control (1)

- Quality: A Definition;
- Clients’ Quality Consciousness;
- The Law and Development of Quality Assurance;
- Using Quality As A Tool To:
  - Create a positive organisational image;
  - Lower operational costs;
  - Reduce or avert product or service liability litigation.
- Modern Control Systems;
- Management Information System;
- Computerised Information Systems;
- Information Speed;
- Information Retrieval;
- Management Accounting System.
Part 2 – Quality Assurance and Quality Control (2)

- The Import- Conversion –Export Process;
- The Import Process;
- The Conversion Process;
- The Export Process;
- Operational Control System;
- Service Operation;
- Process Scheduling;
- Loading;
- Sequencing;
- Detailed Scheduling;
- Inventory Control;
- Cost Control;
- Quality Control

Part 3 – Quality Assurance and Quality Control (3)

- Controlling Utilisation of Organisational Resources;
- Co-Ordaining As A Control Mechanism;
- Mutual Adjustment;
- Direct Supervision;
- Standardisation of Work Process;
- Standardisation of Input-Skills, Knowledge And Attitudes;
- Standardisation of Output;
- Organisational Structure As A Control Function;
- Communication Dissemination;
- Decision Making Involvement;
- The ‘In’ Inventory;
- The ‘Out’ Inventory;
Part 4 – Quality Assurance and Quality Control (4)

- Setting Quality Objectives in Relation to Other Organisational Objectives;
- Relating Objectives to Specific Actions;
- Pinpointing Expected Results;
- Specifying When Goals are Expected to be Achieved;
- Distinguishing between Strategic, tactical and Operational Quality Objectives;
- Establishing a ‘Quality-Throughput Accounting Balance’;
- Continuous Improvement Programme;
- Just-in-Time (JIT) Compared with Material Requirements Planning (MRP);
- JIT vs. MRP: Component and Material Sourcing Strategy;
- The Quality Benefits of JIT and MRP;
- The Quality Issues Involved In JIT and MRP;
- Kaizen or Continuous Improvement;
- Quality Benchmarking;
- Guidelines For Achieving Quality:
  - Philip B. Crosby,
  - W. Edwards Deming,
  - Joseph M. Juran,
  - Shigeo Shingo,
  - Armand V. Eeigenbaum.
Part 5 – ISO 9000 (1)

ISO 9000: An Overview

- Essential of ISO 9000 (1):
  - Understanding ISO 900 Family of Standards;
  - ISO 9000 and the Need for:
    - Confidence;
    - Capability.
  - ISO Quality Principles:
    - Customer Focus;
    - Leadership;
    - People Involvement;
    - Process Approach;
    - Systems Approach to Management;
    - Continuous Improvement;
    - Factual Approach to Decision-Making.

Part 6 – ISO 9000 (2)

- Mutually Beneficial Supplier Relationships.
  - Using the Principles;
  - The ISO 9001 Requirements:
    - Basis of the Requirements;
    - Purpose of the Requirements.
  - The Basic Management Requirements;
  - The Basic Assurance Requirements;
  - ISO 9001 and the EU Directives.
- Managing Quality Achievement:
  - Freedom for Defects or Deficiencies;
  - Quality and Conformity to Requirements or Specification;
● Fitness for Use;
● Fitness for Purpose;
● Sustained Satisfaction;
● Satisfactory and Unsatisfactory Quality;
● Attainment Levels of Quality;
● Product and Services: Classified;
● Quality and Price;
● Quality and Cost;
● Quality and Design;
● Quality, Reliability and Safety;
● Quality Characteristics;
● Dimensions of Quality.

Part 7 – ISO 9000 (3)

➢ Framework of the Standards:
  ● Generic International Quality Management and Quality Standard Assurance;
  ● The ISO 9000 Series;
  ● Definition of Terms:
    ▶ Customer;
    ▶ Product;
    ▶ System;
    ▶ Procedure.
  ● Going for ISO 9000?
  ● Business Process Management (BMP).
Part 8 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (1)

➤ A Flawed Approach:

- Approach to Quality Assurance:
  - Requirement for Doing Business;
  - Seeking Certification;
  - The Acceptance Criteria.

- Approach to System Development:
  - Designed for Auditors;
  - Theory of Variation;
  - The Organisation as a System;
  - Separate from Business;
  - Professional Services;
  - The Exclusive and Inclusive System.

- Approach to Documentation:
  - The Document What You Do Approach;
  - Documentation;
  - Management-led or Customer-led Approach.

Part 9 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (2)

➤ Approach to Measurement:

- Measure of Effectiveness;
- Measuring Conformity with Procedures.

- Approach to External Auditors:
  - Tick in the Box Approach;
  - Competence of Auditor;
  - Auditing;
  - Validity of Audit Conclusions.

- Approach to Responsibility for Quality:
A Department with Responsibility for Quality;
Organisational Freedom;
Independent Inspection;
The Management Representative;
Quality Management Specialists.

Part 10 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (3)

- A Systems Approach:
  - System vis-à-vis Quality;
  - System Approach vs. Process Approach;
  - Management Systems:
    - Definition;
    - Multiple Systems;
    - Single System;
    - Systems Integration;
    - Documentation;
    - Risk Management Systems;
    - Management;
    - Systems.

Part 11 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (4)

- System Characteristics:
- System Boundaries;
- Vulnerability;
- Connections and Interconnections;
- Interdependencies;
- Utility;
- Interactions;
- Value Chains;
- Supply Chains;
- Delays;
- Reserves;
- Overproduction.

**Part 12 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (5)**

- Systems Model.
- A Process Approach:
  - Processes vis-à-vis Quality;
  - Function Approach vs. Process Approach;
  - The Nature of Processes;
  - Process: Definition;
  - Processes vs. Procedures;
  - Types of Processes;
  - The Business Processes;
  - Process Models;
  - Business process Re-engineering;
  - Process in the Excellence Model.

**Part 13 - Quality Achievement, Sustenance and Improvement: Adopting the Best Approach (6)**

- Principles of Process Management:
  - Process Characteristics;
  - Process Effectiveness.

- A Behavioural Approach:
  - Behaviour vis-à-vis Quality;
  - Behavioural Approach vs. Other Approaches;
Online Quality Assurance and Quality Control, Incorporating ISO 9000 Course, Leading to Diploma – Postgraduate in Online Quality Assurance and Quality Control, Incorporating ISO 9000 (Quad Credit), Accumulating to Postgraduate Diploma

- Customer-Supplier Relationships;
- Employer-employee Relationships:
  - Engaging;
  - Leading;
  - ENRON’S Values;
  - Managing;
  - Learning;
  - Measuring;
  - Motivating;
  - Communicating.

**Part 14–Requirements For Quality Management System Development (1)**

- Developing a Quality Management System:
  - Management System Development;
  - Determination of Processes;
  - Process Sequence and Interaction;
  - Criteria and Methods for Effective Operation and Control;
  - Information Availability;
  - Resources Availability;
  - Process Monitoring, Measuring and Analysing;
  - Processes Management;
  - Implementing a Quality Management System;
  - Maintaining a Quality Management System;
  - Continuous Improvement in the Quality Management System and its Processes;
  - Outsourcing.
Part 15 - Requirements for Quality Management System Development (2)

- Documenting a Quality Management System:
  - Things to be Documented;
  - The Quality Manual;
  - Scope of the Quality Management System;
  - Referencing Procedures in the Quality Manual;
  - Interaction Between Processes;
  - Documented Procedures and Records;
  - Documents Towards Effective Planning, Operation and Control of Processes.

- Document Control:
  - Control of Documents (Other Than Records):
    - Controlling Documents Required for the Management System;
    - Document Control Procedures;
    - Approval of Document;
    - Document Revision;
    - Identifying Changes.

Part 16 - Requirements for Quality Management System Development (3)

- Identifying the Current Revision of Documents;
- Re-approving Documents after Change;
- Ensuring the Availability of Controlled Documents;
- Ensuring Documents are legible and Readily Identifiable;
- Control of External Documents;
- Preventing Unintended Use of Obsolete Documents.
  - Control of Records:
    - Controlling Records;
    - Establishing a Records Procedure;
    - Disposition of Records;
Part 17 - Requirements on Management Responsibility (1)

- Management Commitment:
  - Commitment to the QMS.
- Customer:
  - Customer Requirements;
  - Communicating the Importance of Requirements;
  - Meeting Requirements.
- Quality Policy:
  - Developing Quality Policy;
  - Ensuring Policy is Appropriate;
  - Expressing a Commitment;
  - Providing a framework for Quality Objectives;
  - Ensuring Policy is Communicated and Understood;
  - Ensuring that the Policy is Reviewed.

Part 18 - Requirements on Management Responsibility (2)

- Quality Objectives and Planning:
  - Quality Objectives:
    - Establishing Objectives;
    - Measuring Quality Objectives.
  - Quality Management System Planning:
    - Planning to Meet Quality Objectives;
    - Planning for Change.
- Responsibility, Authority and Communication:
  - Responsibility and Authority:
    - Definition;
    - Principles;
Part 19 - Requirements on Management Responsibility (3)

➢ Management Representative;
➢ Internal Communication.
➢ Management Review:
  ➢ Conducting Management Reviews;
  ➢ Objectives of the Review;
  ➢ Planning the Review;
  ➢ Scope of Review;
  ➢ Records of Management Reviews;
  ➢ Review Inputs;
  ➢ Review Outputs.

Diploma – Postgraduate Short Course, and Postgraduate Diploma Programme, Regulation

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 Diploma. A Postgraduate Diploma represents a Programme of Study, leading to an Award bearing that title prefix. We, therefore, refer to our short-studies as ‘Courses’, while the ‘longer-studies’, are regarded as Programmes. However, both study-durations are often referred to 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 credits, therefore, accumulate to a Postgraduate Diploma. As is explained, later, in this document, a Postgraduate Diploma is awarded to students and delegates who have achieved the minimum of 360 Credit Hours, within the required level of attainment.

Delegates studying courses of 5-9 days’ duration, equivalent to 30-54 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 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, or Postgraduate Diploma, as appropriate.

In the case of Diploma – Postgraduate, a minimum of 70% overall pass is expected. In order to receive the Award of 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 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 and Postgraduate Diploma

Application Requirements

Applicants for Diploma – Postgraduate – 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 for Postgraduate Diploma Courses

There are three delivery formats for Postgraduate Diploma Courses, as follows:

1. Intensive Full-time (Classroom-Based) Mode (3 months). This duration is based on six hours’ lecturer-contact per day, five days (30 hours) per week;
2. Full-time (Classroom-Based) Mode (6 month). This duration is based on two and a half days’ lecturer-contact, equivalent to fifteen hours, per week;
3. Video-Enhanced On-Line Mode. This mode is achieved in twenty (20) weeks, based on three hours per day, six days per week.

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

20-Week Video-Enhanced Online Postgraduate Diploma

You might study an Online Postgraduate Diploma Course, in 20 weeks, in the comfort of your homes, through HRODC Postgraduate Training Institute’s Video-Enhanced Online Delivery. We will deliver the 360 hours ‘Direct-Lecturer-Contact’, as is required by our Institute’s Regulation, within the stipulated 20 weeks. We aim to fit the tuition around your work and leisure, thereby enhancing your effective ‘Life-Style Balance’, at times convenient to you and your appointed tutor.

Cumulative Postgraduate Diploma Courses

All short courses can accumulate to the required number of hours, for the Postgraduate Diploma, over a six-year period from the 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 two credits be attempted per year. This will ensure that the required number of credit hours for the Postgraduate diploma is achieved within the six-year time frame.

<table>
<thead>
<tr>
<th>Credit Value</th>
<th>Credit Hours</th>
<th>Award Title Prefix (&amp; Suffix)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single-Credit</td>
<td>30-54</td>
<td>Diploma - Postgraduate</td>
</tr>
<tr>
<td>Double-Credit</td>
<td>60-84</td>
<td>Diploma – Postgraduate (Double-Credit)</td>
</tr>
<tr>
<td>Triple-Credit</td>
<td>90-114</td>
<td>Diploma – Postgraduate (Triple-Credit)</td>
</tr>
<tr>
<td>Quad-Credit</td>
<td>120-144</td>
<td>Diploma – Postgraduate (Quad-Credit)</td>
</tr>
<tr>
<td>5-Credit</td>
<td>150-174</td>
<td>Diploma – Postgraduate (5-Credit)</td>
</tr>
<tr>
<td>6-Credit</td>
<td>180-204</td>
<td>Diploma – Postgraduate (6-Credit)</td>
</tr>
<tr>
<td>7-Credit</td>
<td>210-234</td>
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<td>8-Credit</td>
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<td>9-Credit</td>
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<tr>
<td>11-Credit</td>
<td>330-354</td>
<td>Diploma – Postgraduate (11-Credit)</td>
</tr>
<tr>
<td>12-Credit</td>
<td>360</td>
<td>Postgraduate Diploma</td>
</tr>
</tbody>
</table>

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
All Specialist 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 exampled below:

1. Postgraduate Diploma in Accounting and Finance;
2. Postgraduate Diploma in Aviation Management;
3. Postgraduate Diploma in Business Communication;
4. Postgraduate Diploma in Corporate Governance;
5. Postgraduate Diploma in Costing and Budgeting;
6. Postgraduate Diploma in Client or Customer Relations;
7. Postgraduate Diploma in Engineering and Technical Skills;
8. Postgraduate Diploma in Events Management;
9. Postgraduate Diploma in Health and Safety Management;
10. Postgraduate Diploma in Health Care Management;
11. Postgraduate Diploma in Human Resource Development;
12. Postgraduate Diploma in Human Resource Management;
13. Postgraduate Diploma in Information and Communications Technology (ICT);
14. Postgraduate Diploma in Leadership Skills;
15. Postgraduate Diploma in Law – International and National;
16. Postgraduate Diploma in Logistics and Supply Chain Management;
17. Postgraduate Diploma in Management Skills;
18. Postgraduate Diploma in Maritime Studies;
19. Postgraduate Diploma in Oil and Gas Operation;
20. Postgraduate Diploma in Oil and Gas Accounting;
22. Postgraduate Diploma in Procurement Management;
23. Postgraduate Diploma in Project Management;
24. Postgraduate Diploma in Public Administration;
25. Postgraduate Diploma in Quality Management;
26. Postgraduate Diploma in Real Estate Management;
27. Postgraduate Diploma in Research Methods;
28. Postgraduate Diploma in Risk Management;
29. Postgraduate Diploma in Sales and Marketing;
30. Postgraduate Diploma in Travel, Tourism and International Relations.

The actual courses studied will be detailed in a student or delegate’s Transcript.
Service Contract, incorporating Terms and Conditions

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


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.