Online Travel and Protocol Management Course, Leading to Diploma – Postgraduate – in Travel and Protocol Management (Double Credit), Accumulating to Postgraduate Diploma.
Online Travel and Protocol Management Course, Leading to Diploma – Postgraduate – in Travel and Protocol Management (Double 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;

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- 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:

- International Negotiators;
- International Conflict Managers;
- United Nations Officials;
- National Tourist Officers;
- Tourism Promoters;
- Tourism Development Officers;
- Tourism Ministry Officials;
- Hotel and Tourism Consultants;
Online Travel and Protocol Management Course, Leading to Diploma – Postgraduate – in Travel and Protocol Management (Double Credit), Accumulating to Postgraduate Diploma.

- National Government Ministers with Tourism in their Portfolio;
- Local Tourism Development Officers;
- National Economists;
- Lecturers of International Affairs;
- Lecturers of Tourism;
- Tourism Consultants;
- Conflict Resolution Consultants;
- War Officers;
- Mediation Officers;
- Protocol officers, including those covering public relations and/or travel arrangements;
- Those involved in international activities;
- Those working in multi- or supra-national organisations;
- All others with a desire to understand protocol, travel and international relations.

**Duration:** 20 Days

**Cost:** £6,700.00 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.

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

- HRODC Postgraduate Training Institute’s Leather Conference Folder;
- HRODC Postgraduate Training Institute’s Leather Conference Ring Binder/ Writing Pad;
- HRODC Postgraduate Training Institute’s Key Ring/ Chain;
- HRODC Postgraduate Training Institute’s Leather Conference (Computer – Phone) Bag – Black or Brown;
Online Travel and Protocol Management Course, Leading to Diploma – Postgraduate – in Travel and Protocol Management
(Double Credit), Accumulating to Postgraduate Diploma.

- HRODC Postgraduate Training Institute’s 8GB USB Flash Memory Drive, with Course Material;
- HRODC Postgraduate Training Institute’s Metal Pen;
- HRODC Postgraduate Training Institute’s Polo Shirt.

Video-Enhanced Online Travel and Protocol Management Course

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.
Online Travel and Protocol Management Course, Leading to Diploma – Postgraduate – in Travel and Protocol Management (Double Credit), Accumulating to Postgraduate Diploma.

Course Objectives

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

- Address the importance of effective communication in Protocol Management;
- Appreciate the importance of resonation during meetings;
- Ascertain the prevailing relationship with embassies and ministries;
- Be conversant with the rules on international freight arrangements for personal belongings;
- Create an effective Disaster Recovery Plan;
- Define Group Dynamics and its implications for Protocol Management;
- 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 their ability to establish good working relations with embassies;
- Demonstrate their familiarity with the procedures involved in passport processing;
- Demonstrate their understanding of the concept of Continuity Management in the Public Sector;
- Demonstrate their understanding of the importance of Strategic Public Relations in ‘Image Formulation’ and Maintenance;
- Determine the formalities and rules applicable to visa arrangements and processing;
- Determine the various corporate social responsibilities of their organisation and devise other responsibilities as may be applicable;
- Develop a Continuity Plan for a National, Regional or State Government, or Organisation;
 Develop strategies in Planning, Organisation and Management, as aspect of their Protocol Duties;
 Develop strategies that addresses a crisis that might affect their National or State Government, or Parastatal, managing the associated risks;
 Devise efficient procedures for the implementation of strategies, using the tactical management principles;
 Discuss, with examples, the underlying concept of equifinality;
 Distinguish the difference between groupthink and team think;
 Draft an outstanding contingency plan for their organisation;
 Employ strategies to encourage enthusiastic participation and contribution in the meetings
 Enumerate the barriers to effective communication and propose some ways to overcome them;
 Enumerate the duties and responsibilities of the different airport personnel and officers;
 Exhibit a heightened understanding of the concept of General Protocol Management;
 Exhibit an understanding of the phases of Forming, Storming, Norming, Performing and Disbandment;
 Exhibit their ability to develop appropriate protocol for specific scenario;
 Exhibit their ability to, effectively and smartly, initiate and conclude Hotel and Airline Reservations;
 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;
 Formulate corporate strategies pertinent to the operation of their organisation;
 Formulate solutions to different organisational problems through systems thinking;
 Handle exhibition planning and participation;
 Identify the different ways of visa processing, arrangements and the common requirements observed in various countries;
 Identify the requirements for arranging business travel;
Illustrate their conversance with the Immigration Regulations and requirements of specific countries;
Initiate internal and online communications pursuant to a Public Relations Role;
Make proper coordination with hotels for visa processing;
Make special arrangements and planning for vehicular convoys;
Perform Online Public Relation Duties, in response to environmental dynamics;
Specify the skills necessary for an effective Public Relations Management;
Suggest a Protocol for the amendment of Particular International Treaties;
Suggest the protocol that might be initiated in International Relations, for Internal Disaster Management;
Suggest ways for effective implementation and maintenance of corporate identity.

Course Contents, Concepts and Issues

Part 1: Visa and Immigration Formalities

Conceptualising ‘Visa’;
Types of Visa:
- Transit Visa;
- Airside Transit Visa;
- Private Visa;
- Tourist Visa;
- Visa for Medical Reasons;
- Business Visa;
- Working Holiday Visa;
- Student Visa;
- Temporary Worker Visa;
- Journalist Visa;
- Residence Visa;
- Spousal Visa or Partner Visa;
- Marriage Visa;
- Pensioner Visa;
Diplomatic Visa;
- Courtesy Visa;
- On-Arrival Visa;
- Electronic Visa.

- Visa Entry Types:
  - Single-entry;
  - Double-entry;
  - Multiple-entry.

- Visa Application;
- Visa Processing;
- Visa Refusal;
- Visa Extensions;
- Visa Exemption Agreements;
- Single Visa for Entry in Multiple Countries (Common Visa):
  - The Schengen Visa;
  - Central American Single Visa.

- Passport-Free Travel;
- UK Business Visa Travel Requirements;
- Immigration Regulations and Requirements;
- General Provisions Regarding Leave to Enter or Remain in UK.

**Part 2: Booking Arrangements**

- Hotel Reservation
  - On-line
  - Telephone
  - Guidelines in Hotel Reservation

- Airline Reservation
- Direct Airline Reservation
- Reservation through a Travel Agent
- Internet Travel Website
- Changing Flight Reservation
- Cancelling Flight Reservation
- Electronic Ticket (E-Ticket)
- Benefits of an E-Ticket
- Disadvantages of an E-Ticket
- Getting the Best Airfare Prices
- Corporate Hotel Booking Arrangement

**Part 3: Nature of Strategic Public Relations**

- Defining Public Relations
- Key Public Relations Tools
- Additional Public Relation Activities
  - Market Monitoring
  - Crisis Management
- Trends in Public Relations
- Objectives of Public Relations
- Public Relations vs. Marketing vs. Advertising
- Advantages of Public Relations
- Disadvantages of Public Relations

**Part 4: Events Planning and Protocol**

- Diplomatic Relations
- Vienna Convention on Diplomatic Relations
- Defining Protocol
- Essentials of Protocol
- Order of Precedence
- Qualities of Good Protocol Officers
- Duties of Protocol Officers
- Elements of Diplomatic protocol (Events Planning)
  - Ceremony
- Etiquette
- Titles and forms of addresses
- Introduction using the various titles, degrees, ranks, and ratings
- Correspondence
- Good Manners
- Wardrobe
- Dinning
- Special Arrangements and Planning for Vehicular Convoys.

### Part 5: Meeting Management

- Creating an Effective Agenda
- Steps for Productive and Effective Meeting
- Participating and Contributing in Meetings
- Resonation
- Groupthink vs. Teamthink
- Reducing Time Spent on Meeting
- Meeting Menaces
  - The Waffler
  - The Turf Warrior
  - The Assassin
  - The Dominator
  - The Interrupter

### Part 6: Personality and Team Dynamics

- Personality Types and Their Influences
- Personality Typologies: Depicting Rule-Related personality Types
- Group: A Definition
- Team
- Autonomous Team
- Team Dynamics
Types of Group
- Command Team
- Committee
- Task Force
- Board
- Group Formation
- Group Formation Stages
  - Forming
  - Storming
  - Norming
  - Performing
  - Disbandment
- Dysfunctional Behaviour
- Group Building and Maintenance Roles

Part 7: Relationship Management
- Relation with Embassies and Ministries
- Embassy Relations
- Media Relations
- Skills For Public Relations
- General Protocol Management
- Airport Personnel Relations
Part 8: Understanding International Airline Ticketing and Flight Schedules

- Airline Ticket Class
- Infant Ticketing Policy
- Flight Schedule
- Flight Arrangement for Personal Belongings

Part 9: Professional Travel Agency Management

- Defining Travel Agency
- Origin of Travel Agency
- Concepts
- Operations of Travel Agency
- Types of Agencies
- Travel Agency Commissions
- International Air Transport Association (IATA) Membership
- Consolidators
- Poor Booking Practices
- The Internet Threat
- Functions of Travel Agency
- Land Issues Planning
  - Accessibility
  - Space and Infrastructure
  - Parking
  - Amenity Value
- Legal Requirements
  - Land Use Zoning
  - Licensing and Registration
  - Other legal Requirements
  - Policy
Business Issues
- Travel Agency Business Structure
- Managing Travel Agency Business
- Promotion
- Marketing
- 7 C’s of Travel Services Marketing
  - Competence
  - Confidence
  - Credibility
  - Consistency
  - Customisation
  - Care
  - Clout

Financial Issues
- Sources of Finance
- Business Plan
- Financial Record Keeping
- Budgeting
- Tariff Structures

Package and Group Tours

Package Tour
- Factors Influencing Package Tour Cost
- Components of Package Tour

Group Tour
- Steps in Planning a Group Tour

Sales, Processes and Customer Retention
- Sales Process
- Customer Retention
Part 10 – Risk Management: An Introduction

- General Definition
- Perceptual and Calculation
- Risk Management Issues
- Risk Assessment and Manifestation Reality
- Crawford’s Risk Analysis and base 10: Probability vs. Risk Magnitude
- Crisis Management
  - Contingency Planning
  - Continuity Management and Disaster Recovery
  - Business Recovery Management

Part 11: Salient Communication Issues

- Defining Communication
- Barriers to Effective Communication
- Cross Cultural Communication
- Importance of Cross Cultural Communication
- Understanding Culture
- Characteristics of Culture
- Effective Cross Cultural Communication
- How to Avoid Cross Cultural Problems
- Nonverbal Communication
- Guidelines for Effective Cross Cultural Communication
- Types of Presentation
- Formats of Presentation
- Four Elements of a Good Presentation
- Presentation Skills
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.
Introducing Our Video-Enhanced Online Study Mode

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

You are taught as individuals, on a one-to-one or one-to-small-group basis. You see the tutor face to face, for the duration of your course. You will interact with the tutor, ask and address questions; sit examinations in the presence of the tutor. It is as real as any face-to-face lecture and seminar can be. Choose from a wide range of Diploma – Postgraduate Courses and approximately 60 Specialist Postgraduate Diploma Programmes. Accumulate short courses, over a 6-year period, towards a Postgraduate Diploma.

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

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

### 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.
Examples of Postgraduate Course Credits:  
Their Value, Award Prefix & Suffix – Based on 5-Day Multiples

<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>
<td>Diploma – Postgraduate (7-Credit)</td>
</tr>
<tr>
<td>8-Credit</td>
<td>240-264</td>
<td>Diploma – Postgraduate (8-Credit)</td>
</tr>
<tr>
<td>9-Credit</td>
<td>270-294</td>
<td>Diploma – Postgraduate (9-Credit)</td>
</tr>
<tr>
<td>10-Credit</td>
<td>300-324</td>
<td>Diploma – Postgraduate (10-Credit)</td>
</tr>
<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

Accumulated Postgraduate Diploma Award Titles

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.

Prof. Dr. Ronald B. Crawford
Director
HRODC Postgraduate Training Institute