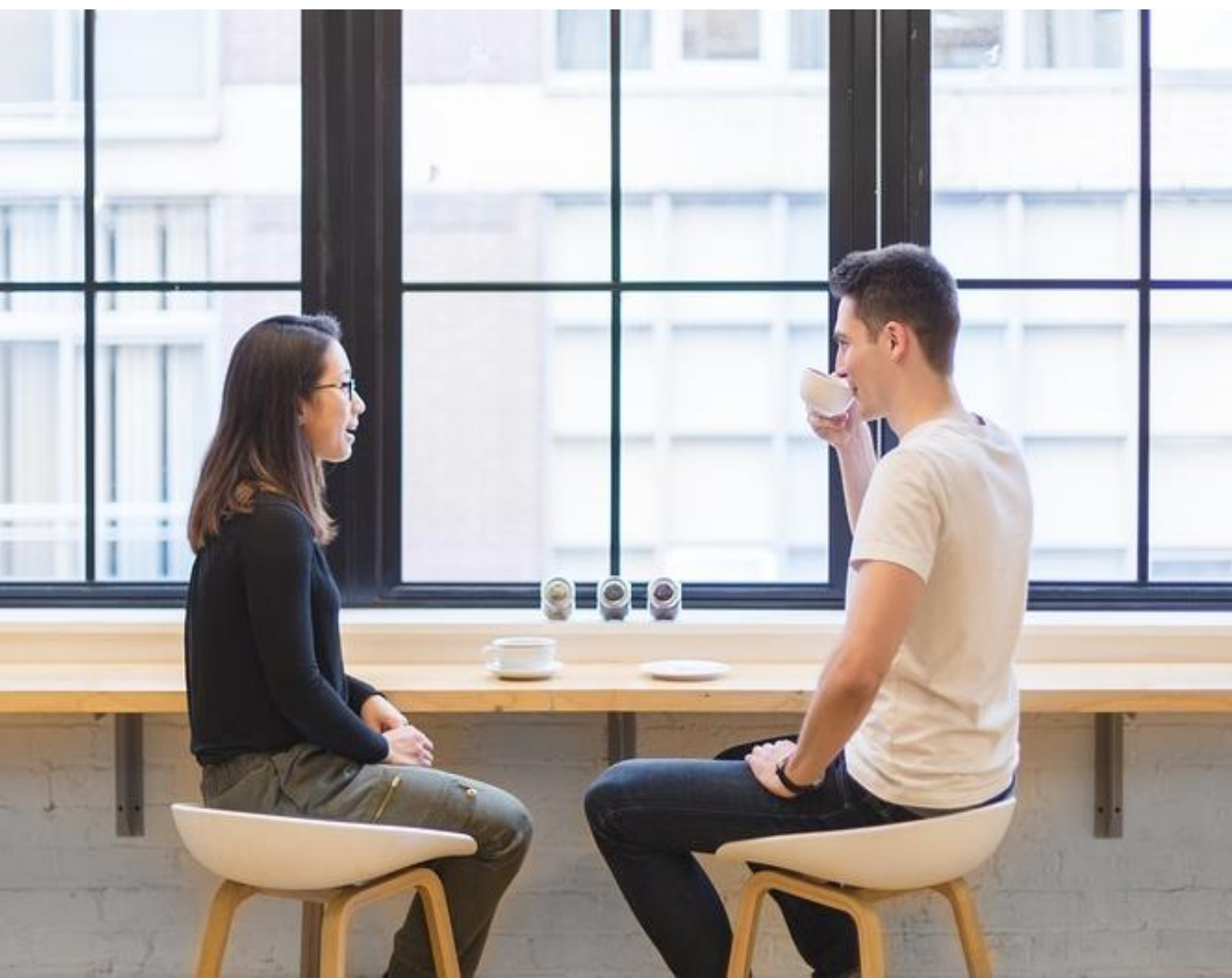


Undergraduate Diploma in Human Resources Management & Counselling Skills

A one-year undergraduate diploma accredited by the MFHEA at MQF Level 5 offered jointly by the Institute of Professional Development and the Institute of Family



Course Prospectus



Course Description

The one-year Undergraduate Diploma in Human Resources Management & Counselling Skills programme provides a sound fundamental background to Human Resource Management combined within a context of the new necessary counselling competences to effectively perform the job in human resources or other people related positions where understanding and dealing with people issues may be a primary aspect. It covers more than the essential competences, knowledge and skills to enable participants to be able to handle one's HR role within an increasingly complex profession that is mindful of people's mental well-being. Participants will gain competences in both HR Management and Counselling areas. Expressly, participants will become competent in collaborating and working with other professionals, dealing with issues of employee motivation and personal and professional development. Participants will gain competence in exercising such skills in different contexts autonomously.

The Undergraduate Diploma in Human Resources Management and Counselling Skills is accredited by the Malta Further and Higher Education Authority (MFHEA).

The MFHEA deems this course to be at MQF Level 5 (60 ECTS) of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning.

Course Summary

Course code:
HR-Q-001

Start Date:
27 September, 2023

MQF Level:
5

Price:
€2850

Credits:
60

Delivery Method:
Face to face - Classroom based

Duration:
12 months

Awarding Body:
Institute of Professional Development & Institute of Family Therapy - Malta

Module 1 – Core HR Knowledge

This module introduces the contemporary core human resources knowledge required for good people management practices. It equips participants with a clear understanding of the different practices adopted in human resources and how they are integrated in human resources management systems. The module introduces students to the different processes and approaches used in the employment lifecycle within an organisation, understand human behaviour and work culture, show how people professionals need a common understanding of the way culture and behaviours impact the management of human resources and the practices adopted by an organisation and understand how human resources management forms part of an organisation system which operates in a business environment to better appreciate the wider context to better contribute to the wider and sustained success of the organisation.

Module 2 – Key Professional Behaviours

This module presents the key behaviours required by professional people management practitioners. It teaches participants situational decision making and how to make effective and pragmatic decisions based on the situation and context in which they find themselves. It helps them understand that a one-size fits all approach is not an adequate strategy to adopt in people management and show how to identify different options, assess the risks and benefits and align them to the overall picture of the organisation while at the same time remaining flexible and sensitive to individual needs. The module positions behaviours and decision making within an ethical framework which acts as a compass to do the right thing. Professional human resources practitioners need the skill and courage to speak up and influence others. These are key skills which will be presented in the module and participants will understand and learn how to contribute ideas, make a case to obtain buy-in from stakeholders and influence those they are working with. In addition, this module introduces inclusive working to address the context of today's work environment and participants learn how to work with others, listen to diversity and collaborate to build high trust and deliver effective outcomes.

Module 3 – Specialist Knowledge in HR

No matter the level, the different opportunities which exist to work with people in human resources are various and applying the knowledge in each sector will allow participants to make a positive impact in the world of work. This module covers five HR specialisations which are required as a stepping stone for further work and development in the field. It introduces participants to the administrative aspect of managing people, the legal requirements and the admin structure required to support the management of people. Although very often ignored, administration is one aspect of the work which is required to ensure smooth running of any operation. It also serves as the foundation for many other human resources processes which are carried out. The module introduces employee relations and shows how the creation and maintenance of a positive working relationship between an organisation and its people is an essential ingredient for success. All this happens within a legal framework and a reference is made to this within the module. Participants are introduced to the various legislations which cover or impact employment and people management in Malta. Two other topics covered in this module are resourcing and learning and development. The first covers the important functions of identifying, attracting and recruiting the right people for the

organisation including employer branding. The second topic addresses learning and development and the module introduces participants to how human resources professionals ensure workers have the knowledge, skills and experience required to fulfil both their personal as well as the organisation's expectations.

Module 4 – Co-creating Working Relationships

This module focuses on empowering course participants to establish, maintain and foster exceptional working relationships and an exceptional work environment and culture in the organisation. The emphasis is on the HR's continued role in the Mental Health and Well Being of personnel in organisations. The idea behind this module is also to foster reflexivity and self-reflexivity that enables participants' self-awareness and emotional intelligence to promote mental health and well-being. These skills are both preventative and remedial ways of self-care and burnout prevention.

Module 5 - Effective Communication Strategies

This module focuses on Human Communication in general and its relationship to coaching in HR specifically. It is a module offering participants an insightful study of interactional, systemic and cybernetic patterns which make up human relationships, as well as skills drawn from the various key figures and masters that feature in such studies such as Paul Watzlawick, Milton Erickson, Giorgio Nardone and more. The practical aspect involves the acquisition of specific skills in communication relating to influencing and persuading others ethically.

Module 6 - Essential Helping and Coaching Skills

This Module introduces Strategic Coaching, Strategic Problem Solving and addresses the skills necessary to engage with colleagues in a helping relationship focusing on helping people improve their well-being and performance. This module will briefly locate strategic intervention and management within a working context and an evolving profession. Helping skills are now indispensable in HR and this module will provide students with the wide sphere of helping practices and theories in contemporary society including neuropsychology and psychological research and mindfulness. This focus remains that of encouraging participants to master the necessary techniques and methods to help their colleagues generate solutions, both from a problem oriented and solution-oriented methods using a rigorous, flexible and adaptable methods. This module also addresses change theory and change and resistance to it offering specific skills and competences to support participants learn to overcome it and promote change with a context of current mental health at work perspective.

Entry Requirements

- A qualification at MQF Level 4 or equivalent in a related field or
- A qualification at MQF Level 3 or equivalent in a related field and 2 years work experience in a relevant role (supervisory position, HR position, social work, or similar position)
- A good command of oral and written communication in English equivalent to IELTS-6 or CEFR Level B2 or equivalent