

HRODC Postgraduate Training Institute

 **A Postgraduate - Only Institution**



132

**Online Enterprise Risk Management
Course or Seminar**

Leading To:

**DIPLOMA - POSTGRADUATE IN
Enterprise Risk Management
(Double Credit)**

Accumulating to

POSTGRADUATE DIPLOMA

Online Enterprise Risk Management Course - Page 1 of 23

HRODC Postgraduate Training Institute
Registered Office: 122A Blythe Lane, Coleshill, Wolverhampton, West Midlands WV3 6DZ, UK Registered in England No. 6089763, V.A.T. # 8956 765 30

 **Prof. Dr. Ronald B. Crawford - Director**
PhD (Uni London); M. Ed. M (Bristol); PGCIS (UWL); Adv. Dip. Sc. Ed (Bristol); Dip. Doc.
Res. (Uni Wlv); F.I.M.S.; HR. S. (I.M.S.); Exec. M. AOM; M. AAM; M.I.S.G.S.; M.S.C.O.S.;
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Wolverhampton (HQ) Address: 122A Bhylls Lane, Wolverhampton, WV3 8DZ, United Kingdom Telephone: +44 (0) 1902 763 607 +44 (0) 1902 589 133 Mobile: +44 (0) 7736 147 507 Email: institute@hrodc.com Websites: www.hrodc.com www.hrodc-mobile.com www.hrodc-business-products-and-services.com	 <p>HRODC Postgraduate Training Institute www.hrodc.com</p>	London Office Address: 328 Linen Hall, 162-168 Regent Street London, W1B 5TD, United Kingdom Telephone: +44 (0) 2081 332 760 Mobile: +44 (0) 7736 147 507 Email: institute@hrodc.com Websites: www.hrodc.com www.hrodc-mobile.com www.hrodc-business-products-and-services.com
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HRODC Postgraduate Training Institute - UKRLP Registration

 HRODC Postgraduate Training Institute is Registered with the UK Register of Learning Providers (UKRLP), of the Department for Business, Innovation and Skills (BIS), formerly Department of Innovation, Universities and Skills (DIUS). Its Registration Number is 10019585 and can be verified at <http://www.ukrlp.co.uk/>

 HRODC Postgraduate Training Institute is a Division of Human Resource and Organisational Development Consultancy (HRODC) Limited. It is Registered in England UK, with Registration #6088763 and V.A.T. Registration No. 895876538

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;



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- 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:

- Enterprise Risk Managers;
- Chief Risk Officers;
- Directors of Risk Management;
- Risk Professionals;
- Risk Modelling Experts;
- Risk Managers;
- Risk Management Team Participants;
- Chartered Enterprise Risk Analyst and other Risk Professionals;

Online Enterprise Risk Management Course - Page 4 of 23



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- Chief Financial Officers;
- Chief Operating Officers;
- Chief Actuaries;
- Senior Executives;
- Board Directors;
- Regulators and Rating Agency Analysts;
- Internal and External Auditors;
- Investment Professionals;
- Business Managers;
- Business Continuity Coordinators;
- Business Operations Managers;
- Disaster Recovery Professionals;
- Corporate Strategy Staff;
- Asset Liability Management Professionals;
- Anyone new to ERM within financial services.

Duration: 24 Days, Based On 3 Hours Per Day Tuition

Cost: £8,040.00 Per Delegate

Please Note:

- V.A.T. (Government Tax) does not apply to Corporate Sponsored Individuals taking 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 Enterprise Risk Management
Leading to Diploma-Postgraduate in Enterprise Risk Management
(Double-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.

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**Online Enterprise Risk Management
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Course Contents, Concepts and Issues

Part 1: Understanding Risk and Risk Management

- Defining and Contextualising Risk:
 - Defining Risk;
 - Contextualizing Risk;
 - Formulating Risk Statement;
 - Perception And Calculation;
- Understanding Risk in an Organisation:
 - Model Towards Understanding Risk;
 - Enterprise Risk Management;
 - Risk – Classification.
- Pertinent Issues in Enterprise Risk Manage
 - Risk in Enterprise Risk Management;
 - Identification of Type of Risk;
 - Level of Risk;
 - Property Risks;
 - Valuing Property;
 - Liability Legal Grounds;
 - Liability Risks;
 - Torts - An Insurance Categorization;
 - Establishing Negligence;
 - Types of Damages;
 - “Res Ipsa Loquitur”;
 - Defenses in a Negligence Suit;
 - Human Resource Risks;
 - Review and Update.

Part 2: The Risk Management Process (1)

➤ Sequencing the Process:

- STEP 1: Risk Identification and Categorization;
- STEP 2: Risk Quantification:
 - ✚ Example of Impact And Definitions.
- STEP 3: Risk Strategies Identification:
 - ✚ 4 Categories of Risk Strategies (Countermeasures):
 - ✚ Accept;
 - ✚ Manage;
 - ✚ Contingency plan;
 - ✚ Reduce.
 - ✚ Risk Strategies;
 - ✚ Risk Acceptance;
 - ✚ Risk Management;
 - ✚ Contingency Planning;
 - ✚ Risk Reduction;
 - ✚ Risk Transferring;
 - ✚ Insurance:
 - ✚ Example of Insurance.
 - ✚ Risk Reduction Control.
- STEP 4: Implementation Of Strategies:
 - ✚ Residual Risk;
 - ✚ The Risk Register.
- STEP 5: Monitoring And Reviewing Results Of Risk Mitigation Measures:
 - ✚ Continuous Risk Management (CRM);
 - ✚ Risk Assessment And Manifestation Of Reality;
 - ✚ Crawford's Risk Analysis And Base 10: Probability vs Risk Magnitude.

Part 3: The Risk Management Process (2)

- Sequencing the Process:
 - Conducting a Financial Risk Assessment.
 - ✚ The Process of Financial Risk Assessment (1);
 - ✚ Products of a Financial Risk Assessment:
 - ✚ Expand;
 - ✚ Contract;
 - ✚ Pursue External Growth;
 - ✚ Grow Organically;
 - ✚ Enter Joint Venture;
 - ✚ 'Go-It-Alone'.
 - Formal Risk Assessment Techniques and Measurements:
 - ✚ Conditional Value at Risk- CVaR;
 - ✚ Loan-to-Value Ratios;
 - ✚ Credit Analysis;
 - ✚ Credit Rating;
 - ✚ Credit Rating Agencies.
 - Financial Risk Assessment and Manifestation Reality:
 - ✚ Richter Earthquake Magnitude Scale;
 - ✚ Crawford's Risk Analysis and Base 10: Probability VS 'Risk Magnitude.
 - Managing Financial Exposure Risk;
 - Risk Management Tools:
 - ✚ Forward Contracts;
 - ✚ Option Contracts;
 - ✚ Futures Contracts;
 - ✚ Corporate Governance;
 - ✚ Diversification.
 - Managing Risk with Forward Contracts:
 - ✚ Forward Contracts: Payoff Profiles;
 - ✚ Profits for Forward Contracts.
 - Financial Method of Measuring Risk:

- ✚ Standard Deviation;
 - ✚ Beta;
 - ✚ Alpha;
 - ✚ Treynor Index;
 - ✚ Style Analysis;
 - ✚ R-squared.
- Quantifying Financial Risk;
 - Interest Rate Derivatives Market;
 - Equity Risk;
 - Identifying and Measuring Currency/Exchange Rate Risk;
 - Measuring Currency or Exchange Rate Risk.

Part 4: Risk, National Insurance and Social Security (1)

➤ National Insurance:

- What constitutes National Insurance?;
- Worker Contribution to National Insurance;
- Employer Statutory Contribution to National Insurance;
- Measures to Facilitate the Maintenance of Statutory National Insurance Contributions;
- Retirement Benefits;
- Death benefits
- Unemployment Benefits;
- Operationalising Unemployment Benefit Program: **The Ghanaian Example**;
- Problems Plaguing the Viability of National Insurance Viability:
 - ✚ Ageing Population;
 - ✚ Improved Longevity;
 - ✚ Increased Unemployment;
 - ✚ Increased PSBR;
 - ✚ Inflation; Stagnation and Deflation.
- Problem Resolution and their Sustainability

Part 5: Risk, National Insurance and Social Security (2)

- Social Security Provision:
 - Possible Social Security Coverage:
 - ✚ Hospitalisation;
 - ✚ Approved Prescription Drug;
 - ✚ Unapproved Prescription Drugs;
 - ✚ Simple Surgery;
 - ✚ Complex Surgery;
 - ✚ Financial Position of the Social Security System.
 - Operationalising of Social Security: Growing Concerns;
 - Proposed Solutions to Pertinent Problems.
- Risk Mitigation Approaches:
 - Risk Elimination or Avoidance;
 - Risk Mitigation: Planning, Execution and Monitoring;
 - Risk Mitigation Approaches;
 - Underwriting Standards:
 - ✚ Definition of 'Underwriting Standards'.

Part 6: Risk, National Insurance and Social Security (3)

- Insurance:
 - Branches of Insurance - Successful transactions;
 - Building Blocks of an Insurance Premium;
 - Mathematical Basis for Insurance – Example:
 - ✚ Additional Concept:
 - ✚ Costs to Society;
 - ✚ Insurance Benefits to Society;
 - ✚ Insurance Functionality.
 - Risk – Classification;
 - Benefits Compared to No Insurance;
 - Social or Private?;

- Employee Benefit Plans;
- Risk Management Process;
- Identify Potential Loss Exposures;
- Measure Potential Loss Exposures;
- Risk Handling Techniques;
- Loss Control – Reduction;
- Loss Transfer;
- ERM – Integrated Framework;
- ERM – Recent Loss Events;
- Agency Law;
- Insurance Occupations:
 - ✚ Insurance Agent and Broker;
 - ✚ Agent's Authority;
 - ✚ Types of Insurance Agents:
 - ⊕ Insurance Brokers;
 - ⊕ Comparison of Agents and Brokers:
 - ✓ Distribution Of Insurance Property and Liability;
 - ✓ Distribution Of Insurance Life Insurance.
 - ✚ Loss Adjuster or Claims Investigator:
 - ⊕ Loss Adjuster.
 - ✚ Underwriter;
 - ✚ Actuary;
 - ✚ Accountant:
 - ⊕ Accounting Standard.
 - ✚ Lawyer;
 - ✚ Other Occupations.
- Asset/Liability Management Hedging;
- Diversification.

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Part 7: Risk, National Insurance and Social Security (4)

- Derivatives Trading:
 - Derivative;
 - *Equity Derivative*;
 - Weather Derivatives.
- Reinsurance or Syndication:
 - Reinsurance Loss Splitting;
 - Reinsurance Prorata Loss Splitting \$500,000 LOSS;
 - Reinsurance Excess-of-Loss Loss Splitting;
 - Reinsurance and Risk Management;
 - Reinsurance Providers.
- Due Diligence Investigation:
 - What Is a Due Diligence Investigation?;
 - Applications of Due Diligence;
 - Inclusions in Due Diligence Investigations.

Part 8: Financial Exposure as Risk

- Foreign Exchange Exposure
- Foreign Exchange Exposure vs. Foreign Exchange Risk
- Economic Exposure:
 - Channels of Economic Exposure;
 - Types of Economic Exposure:
 - ✚ Asset Exposure;
 - ✚ Operating Exposure.
 - An Illustration of Operating Exposure;
 - Some Strategies to Manage Operating Exposure:
 - ✚ Selecting Low Cost Production Sites;
 - ✚ Flexible Sourcing Policy;
 - ✚ Diversification of the Market;

- ✚ R&D Efforts and Product Differentiation;
- ✚ Financial Hedging.
 - To Hedge or not to Hedge?;
 - Hedging Strategies;
 - Management of Economic Exposure;
 - How To Measure Economic Exposure.
- Transaction Exposure:
 - Some Strategies to Manage Transaction Exposure;
 - ✚ Hedging through Invoice Currency;
 - ✚ Hedging via Lead and Tag.
- Translation Exposure:
 - Translation Risk;
 - Perception and Calculation.

Part 9: Financial Risk and Unpredictability: Uncontrollable Environment Issues

- Asset Behavior and Pricing Implication;
- Video - Asset Management;
- Sovereign Wealth Fund and International Investment;
- Bank for International Settlement (BIS): Basel 3 Agreement:
 - A Global Regulatory Framework for More Resilient Banks and Banking Systems;
 - The Liquidity Coverage Ratio and liquidity risk monitoring;
 - The Net Stable Funding Ratio
- Credit and Counterparty Risk;
- The Legal and Political Risk Environment;
- Risk as an Economic Factor;
- Technological Risk Factor;
- Risk Associated with Socio-Cultural Change.

Part 10: Business Continuity: Disaster Recovery Planning (1)

- Business Continuity Planning (BCP):
 - What is Business Continuity?;
 - What is Business Continuity Planning?.
- Disaster Recovery Planning;
- Disaster Defined;
- Types of Disasters;
- Effects of Disasters:
 - Effects of Disasters – Internal;
 - Effects of Disasters – External.
- Business Continuity Planning;
- Disaster Recovery Planning;
- Why Plan?;
- Establishing the Team;
- Getting Management Support;
- Need for Departmental Support;
- Team Members;
- DR Team Sub-Teams;
- Characteristics of Team Members;
- External Team Members;
- Notification Directory;
- Securing/Preparing Resources;
- Team Tasks.

Part 11: Business Continuity: Disaster Recovery Planning (2)

- Defining Risk;
- Choosing Assessment Method;
- Matching Response to Threat;
- Setting Priorities;
- Using Risk Assessment Results;



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- Disaster-based Risk Assessment;
- Asset-based Risk Assessment;
- Business Impact;
- Business Impact Analysis;
- OCTAVE Risk Assessment;
- Identifying Critical Assets;
- Business Functions;
- Business Processes;
- Identifying Functions/Processes;
- Prioritizing DR Planning Efforts;
- Determining What to Recover When Conducting Dependency Analysis;
- Disaster Declaration Criteria;
- Data Backup.

Part 12: Business Continuity: Disaster Recovery Planning (3)

- Information as Asset;
- Recovery Site Alternatives;
- Recovery Site Agreements;
- Recovery Site Selection Criteria;
- Design Recovery Solution;
- Documents Needed by Discovery Resolution Team;
- Contact Information Needed;
- Evaluate Support;
- Emergency Operations Center;
- Create Data Backups;
- Create the Recovery Plan;
- Upstream Relationships;
- Downstream Relationships;
- Directing the Discovery Resolution Team;
- Steps After Recovery;
- Emergencies during Discovery Resolution;



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- Identify Gaps in Discovery Resolution Plan;
- Identify Discovery Resolution Risks;
- Rehearsing the Discovery Resolution Plan;
- Applying Change Control;
- Manage/Document the Discovery Resolution;
- After the Discovery Resolution Test;
- Threat Determination;
- Threat Classification;
- Addressing Threats.

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

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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. 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.



HERMOC Postgraduate Training Institute
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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.



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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



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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		
Credit Value	Credit Hours	Award Title Prefix (& Suffix)
Single-Credit	30-54	Diploma - Postgraduate
Double-Credit	60-84	Diploma – Postgraduate (Double-Credit)
Triple-Credit	90-114	Diploma – Postgraduate (Triple-Credit)
Quad-Credit	120-144	Diploma – Postgraduate (Quad-Credit)
5-Credit	150-174	Diploma – Postgraduate (5-Credit)
6-Credit	180-204	Diploma – Postgraduate (6-Credit)
7-Credit	210-234	Diploma – Postgraduate (7-Credit)
8-Credit	240-264	Diploma – Postgraduate (8-Credit)
9-Credit	270-294	Diploma – Postgraduate (9-Credit)
10-Credit	300-324	Diploma – Postgraduate (10-Credit)
11-Credit	330-354	Diploma – Postgraduate (11-Credit)
12-Credit	360	Postgraduate Diploma
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		

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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 exemplified 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;**
21. **Postgraduate Diploma in Politics and Economic Development;**



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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.

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