



Honours (Higher) Diploma
on
Management & Workplace Safety



This is an ideal programme for current managers, supervisors, business owners and employees with an HR and/or Health & Safety role - and anybody wishing to become one of the foregoing. Focusing on becoming an excellent manager, it also covers the vital area of health and safety, and various legal obligations of organisations to employees, staff and others.

This Programme explains about modern management and administration - how to plan, coordinate, control, motivate and lead - and how to understand and control the practical, theoretical and legal aspects of health and safety management. It explains the functions, roles and responsibilities of managers and administrators, and about management and administration activities - and how to be a competent, well-informed and pro-active manager with a good understanding of legal and health & safety matters. The possession of an Honours Group Diploma demonstrates knowledge and ability and indicates that the holder has the competence, understanding and potential to become a successful senior manager, administrator or executive.

The Programme comprises four mandatory/compulsory 'courses':-

- Workplace Management & Administration
- Health & Safety in the Workplace
- Commercial Practice & Law*
- Advanced Management & Administration Theory & Practice

(*includes principles of employee and labour law)

Summarised details of each course comprising the Honours Diploma: -

Workplace Management & Administration

- The various functions of the office in the workplace.
- The duties and responsibilities of workplace managers and administrators.
- The wide and varied range of activities of office and workplace managers.
- Organisational structures, hierarchies, spans of control, organisation charts.
- The technical and the human aspects of management.
- Business and company objectives and policies.
- Office locations, centralised and decentralised offices.
- The layout, design and environmental features of workplaces: heating/cooling, lighting, ventilation, cloakrooms; furniture, furnishings, decor.
- Health and safety responsibilities, accident prevention, noise reduction, the work environment.
- Managing and supervising office machines and equipment, computer systems, networks, databases.
- Managing and maintaining security and control.
- Electronic communications, email, word processing, desk top publishing, manual and computerised filing systems.

- Personnel: recruiting staff and employees; how and why job analysis and preparing employee specifications is undertaken; interviewing applicants.
- Inducting and training new employees; motivating, supervising, controlling, grading, ranking, remunerating.
- Counselling for workplace employees and staff.
- Trade unions; aims, benefits, issues, company relations and the managers role.
- O & M studies, efficiency and systems; employee development, promotion.
- Communication: preparation, telecommunications, incoming and outgoing mail.
- Meetings, agendas, minutes, conferences. The reception, receptionists.
- Business forms, documents, design, codes; business letters, memoranda, reports: features.
- Financial matters, principles of accounting: cashiering, bank accounts, budgets, budgetary control.
- Computerisation: needs analysis, specification; data security.

Health & Safety in the Workplace

- Managing workplace health & safety; legal matters, responsibilities; hazards, risk assessment, policy.
- Workplace safety, buildings, environs, layout, housekeeping, equipment, accident prevention, trip hazards.
- Fire safety, ignition sources, fuel, oxygen, fire risk assessment, eliminating hazards, precautions, extinguishers.
- Working at height, ladders, mobile platforms, roof work, building & construction sites, traffic, waste, surfaces.
- Equipment, training, hazards, safety guards, controls, position, space, maintenance, tools, gas, pressure.
- Transport, route planning, vehicles, aisles, materials handling, equipment, systems, training, operators.
- Electricity, current, circuits, conductors, insulators, power, hazards; noise, vibrations, risks, control.
- Hazardous & explosive substances, storage, radiation, exposure, machines, occupational skin disease.
- Catering, kitchens, food preparation, cleaning, hygiene, injuries, dermatitis, premises, H & S officers.
- Psychological health, stress, job redesign, counselling, HR policy, harassment, bullying, equal opportunity.
- Educational establishments, hazards, injuries, grounds, supervisors, staff, fire, medical facilities, stairs.
- Health protection, first aid, accident control, liability insurance, VDUs, protective equipment (PPE), training.

Commercial Practice & Law

- Modern commerce: money, banking, transport, insurance; products, trade, law, economics.
- Constitutional, customary, common, statute and case law.
- Criminal, civil, business law, law of contract.
- Credit, credit transactions and management, risks; cash flow and liquidity, documents used in business.
- Legal business units; ownership: sole-owners, partnerships, limited companies; incorporation.
- Financing companies; capital, shares, shareholders.
- Legal duties: directors, company secretary.
- Law of tort for physical products; duty of care, negligence, fraud, defective goods, consumer protection.
- Law of tort for services; damages, losses, defective services, negligence, victims, unprofessionalism.
- Law of agency; employees, contractors, agents; rights and duties of agents and principals, liability.
- Employment law, employer and employee responsibilities, employment contracts, duty of care.
- Occupational health & safety; hazards, risks, risk assessment, employer's legal liabilities, practical steps.
- Breach of contracts, protection of employees against dismissal, redundancy, discrimination, bullying.
- Law of insurance; contracts, indemnity.
- Tort liability for premises.
- Intellectual property, trademarks, patents

Advanced Management & Administration Theory & Practice

- The evolution of management theory, principles of management: the classical and early theorists; Fayol, Weber, Taylor, Mayo, scientific management, authority, discipline, modern developments.
- Organisational theory: objectives, categories, ownership, environmental factors and interaction.
- Open and closed systems theory.
- Coordination, cooperation, structure, control.
- Communication and communication theories and channels.
- Organisational structures, planning, growth and development, organization charts, systems diagrams.
- Duties and responsibilities of executives, delegation, responsibility.
- Mission, vision, values, MBWA.
- Motivational theory: human relations, social psychology; self-realisation, motivation-hygiene, expectancy theory.
- The theories of Argyis, Maslow, McGregor, Likert, Herzberg, Vroom, Handy; intrinsic and extrinsic factors.

- Leadership theory: traits, style, contingency; theorists.
- Building and developing workgroups, group behaviour, norms, cohesiveness.
- Managing change, creating and managing culture; Moss Kanter, learning organizations and entrepreneurship.
- Strategic management; the theories of Fayol, Chandler, Andrews, Ansoff, BCG, Porter, SWOT.
- Environmental and competitive barriers to entry, industrial competitiveness.
- Corporate objectives, policies, business ethics, social responsibilities.

