



ZAMBIA INSITUTE OF HUMAN RESOURCE MANAGEMENT

COURSE CONTENT

FOR

CONTINOUS PROFESSIONAL DEVELOPMENT (CPD) PROGRAMME

DEPARTMENT OF RESEARCH, TRAINING AND EDUCATION

1. BACKGROUND INFORMATION

The Institute has introduced Continuous Professional Development (CPD) programs which are divided in four levels to cater for the professional development of Human Resource practitioners across the board. These are compulsory courses which are intended to broaden and update the Human Resource practitioner’s professional management abilities, skills and knowledge in the organisation and development of human capital.

2. CPD LEVELS

The CPD course content is divided into four (4) levels, each level is three months and at the end of each level a participant will receive the following; a Certificate for Level 1, Advanced Certificate for level 2, Diploma for level 3 and Advanced Professional Diploma for level 4

The course will be used as part and parcel to the upgrading of membership status. These courses have been tailored along the lines of London CIPD and other professional Human Resource bodies.

Please note that with this global competition, the CPD courses are very important because they enable professionals acquire new knowledge in response to the new challenges that organisations face today. The Act mandates the Institute that the Human Resource practitioners are well trained to meet the country’s needed skills and to raise the standard and quality of Human Resources management as a means of increasing productivity and effectiveness in organisations (as per clause 4 of the ZIHRM Act No 11 Of 1997).

This training is in compliance the Act.

3. PARTICIPATION FEES

4. DURATION OF THE COURSES

Each level runs on part-time basis for three (3) months. Participants meet two times per week for four (4) hours (Mondays-17:30-19:30 and Tuesdays 17:30-19:30)

The participation fee **per level** is Four Thousand Five Hundred Kwacha (K4, 500.00). Can be paid in full or monthly basis at K 1, 500 per month.

4. FACILITATORS /RESOURCE PERSONS

The facilitators are very experienced Human Resource practitioners with the following attributes:

- a. They have contributed effectively to the growth of Human Resource capital in the country and in the organisations they are in
- b. They have vast knowledge of organisation development
- c. They have trained other managers in very big and reputable organisations
- d. They have carried out a global research which relates to Human Resource Development and the research findings have been adopted to suit the Zambian Human Resource needs.

5. **COURSE CONTENT**

LEVEL 1

1. HUMAN RESOURCE MANAGEMENT

- a. *Personnel Management Vs HRM; The transition*
- b. *Human Resource Management challenges today.*
- c. *Strategic HR Management; understanding the trends*
- d. *Human Resource Competences and the global survey*
- e. *Developing HR Strategies*
- f. *Understanding Human Resource Key Performance Indicators (KPIs)*
- g. *Human Resource Best Practices*

2. EMPLOYMENT LAW AND PROCESSES

- a. *Introduction to Labour Relations*
- b. *Employment Act Cap 268 vol.15 and its amendments*
- c. *The workers compensation Act Cap 270 vol.15*
- d. *The NAPSA Act Cap 256Vol. 15 and its amendments*
- e. *The Zambia Institute of Human Resource Management Act*
- f. *Industrial Relations Act and its amendments*
- g. *Variation of contracts*
- h. *Employee's right to wages*
- i. *National minimum wage*
- j. *Termination of contract*
- k. *Types of employment Separation*
- l. *Discipline Administration*
- m. *Disciplinary and Grievance Policies and Procedures*
- n. *Types of Employment Contracts*
- o. *Industrial Relations Court*
- p. *Mediation, Conciliation and Arbitration*
- q. *Role of HRM in Handling Court Cases (Actual Visit to the Court)*

3. HUMAN RESOURCE DEVELOPMENT

- a. Introduction to Human Resource Development*
- b. Introduction to Training and Development*
- c. Identification of Training Needs*
- d. Approaches and Methods of Training and Learning*
- e. Training Process*
- f. Staff Induction and Orientation*
- g. Challenges of training and development of staff.*
- h. Succession Planning*
- i. Training evaluation*
- j. Return on Training Investment*

4. HUMAN RESOURCE PLANNING;

- i. Human Resource Planning Process*
- ii. Understanding Human Resource Matrix*
- iii. Dealing with variations in efficiency, productivity and flexibility*
- iv. Code of conduct*
- v. Developing job descriptions and specifications*
- vi. Process of Job Evaluation-Practical*

LEVEL 2

1. EMPLOYEE MOTIVATION, PRODUCTIVITY AND REWARD MANAGEMENT

- a. Performance Management and development as tool for increasing organisational productivity*
- b. Balanced Score Card*
- c. Group dynamics and team building*

2. BUSINESS PLANNING PROCESS-OVERVIEW

- a. Human Resource commercial awareness*
- b. Human Resource as strategic business partners*
- c. Human Resource as a catalyst for change*
- d. Developing Business Plans*

e. *Creating effective Human Resource policies and procedures*

3. HUMAN RESOURCE EFFECTIVENESS

a. *Competence based interviewing skills*

b. *Managing talent-overview*

- *Strategies for managing talent*

- *Competence development*

4. ETHICS, TRAINING and CULTURE

a. *Human Resource ethics, culture and change*

b. *Organizational Development*

c. *Change Management*

LEVEL 3

1. LEADERSHIP AND MANAGEMENT DEVELOPMENT PART 1

a. *Effective supervisory Management*

b. *Developing effective business plans*

c. *Leadership training for line managers*

d. *Creating innovation and creativity-(Thinking beyond limitations)*

e. *Practical leadership skills*

- *Inspirational Leadership*

- *Transformational Leadership*

- *Employee engagement*

f. *Managing conflicts at workplace*

g. *Managing time and self confidence*

h. *Managing work place stress*

i. *Crisis management*

j. *Employee wellness programs/ Managing HIV/AIDS in the Workplace*

k. *Finance for Non Finance Managers*

l. *Corporate Governance*

LEVEL 4

LEADERSHIP and MANAGEMENT DEVELOPMENT PART

- a. Developing Human Resource budgets*
- b. Developing a winning culture*
- c. Coaching and mentoring*
- d. Scenario planning and strategic leadership*
- e. Knowledge management*
- f. Developing Consultancy Skills*
- g. Writing Proposal-Responding to Bids*
- h. Role modelling*
- i. Relationship management(forms of address at a work place)*
- j. Organisation restructuring and transformation*
- k. Business process re-engineering*
- l. Human Resource Standards*