HIGHER NITEC IN HUMAN RESOURCE & ADMINISTRATION

CERTIFICATION

Credits required for certification:

Core Modules	:	50
Life Skills Modules	:	9
Elective Modules	:	6
Total	:	65

COURSE STRUCTURE

Module Title	Credits
CORE MODULES	
Business Writing & Presentation	4
Customer Relationship Management	5
Digital Commerce & Marketing	5
Elementary Business Analytics & Cyber-security	4
Human Resource Practices in Business	6
Talent Acquisition & Rewards	7
Learning & Talent Development	6
Employee Engagement & Retention	5
Industry Attachment	8
ELECTIVES (COURSE SPECIFIC)	
Cross Cultural Intelligence at the Workplace	3
Talent Management in a Digital Age	3
Facilitation Essentials for Human Resource Practitioner	3
ELECTIVES (INTER-DISCIPLINARY)	
Business Statistics	3
Entrepreneurship Essentials	3
Cabin Services	3
Digital Storytelling	3
Digital Marketing	3
ELECTIVES (GENERAL) AND LIFE SKILLS MODULES	
For details, click here	

Note: The offer of electives is subject to the training schedule of respective ITE Colleges. Students are advised to check with their Class Advisors on the availability of the elective modules they intend to pursue.

MODULE OBJECTIVES

Core Modules

Business Writing & Presentation
On completion of the module, students should be able to apply business writing and presentation skills in a variety of business contexts.

Customer Relationship Management
On completion of the module, students should be able to recognise customer behaviour to build positive customer experience, utilise indicative trends and patterns in Customer Relationship Management (CRM) system to support business decision.

Digital Commerce & Marketing
On completion of the module, students should be able to perform market research and plan, execute and evaluate a digital marketing strategy.

Elementary Business Analytics & Cyber-security
On completion of the module, students should be able to analyse multiple sources of data to improve organisation's processes and achieve strategic objectives through data-driven decision-making concepts and theories. Students will also gain awareness on the importance of data confidentiality and data security.

Human Resource Practices in Business
On completion of the module, students should be able to apply and execute HR practices with the consideration of current industry trends, business roles and functions.

Talent Acquisition & Rewards
On completion of the module, students should be able to handle recruitment and onboarding activity, employee payroll and claims reimbursements.

Learning & Talent Development
On completion of the module, students should be able to provide support in developing employees' capabilities, skills and knowledge to meet both business and personal goals.

Employee Engagement & Retention
On completion of the module, students should be able to attend to employee query and coordinate a range of staff-related programmes. Students should also be able to handle a range of associated administrative tasks, including supporting the exit or re-employment process.

Industry Attachment
On completion of the module, students should be able to apply the skills and knowledge acquired to take on a range of job scope at the workplace.

Electives (Course Specific)

Cross Cultural Intelligence at the Workplace
On completion of the module, students should be able to apply and adapt cross cultural knowledge at workplace.

Talent Management in a Digital Age
On completion of the module, students should be able to provide support in an organisation's performance review cycle.

Facilitation Essentials for Human Resource Practitioner
On completion of the module, students should be able to support facilitation sessions in HR settings.

Electives (Inter-disciplinary)

Business Statistics
On completion of the module, students should be able to compute and present statistical data for use in business. The training covers collection, organisation and presentation of statistical data, measures of central tendency, dispersion and normal distribution, index numbers, time series analysis, regression and correlation analysis.

Entrepreneurship Essentials
On completion of the module, students should be able to source new information from multiple sources, brainstorm ideas to find novel approaches to draft out a business plan through identifying business opportunities and applying marketing mix strategies with sound financial analysis.

Cabin Services
On completion of the module, students should be able to provide in-flight service, perform up-sell and cross sell of in-flight products and improve service procedures to ensure a safe and pleasant experience for passengers.

Digital Storytelling
On completion of the module, students should be able to create various Electronic Direct Mailers (EDMs) to sell a product or service with an associated story tagline.

Digital Marketing
On completion of the module, students should be able to have a sense of marketing on the digital space and transverse the digital arena to bring products and/or ideas into the digital space using commercially available digital advertising tools.

Electives (General) and Life Skills Modules
For details, click here.