

Tata Institute of Social Sciences- School of Vocational Education
(Post Graduate Diploma in HR & Administration)

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1. Introduction

In December 2011, Tata Institute of Social Sciences set up the **School of Vocational Education (SVE)** to provide immediate and definite interventions to improve the lives of the disadvantaged and marginalized youth, especially who are excluded by the formal school education system, through appropriate vocational training programmes. It has been set up with a vision of creating an ecosystem that would bring back the dignity of labour for blue collar streams of work and create sustainable sources of income. This project has been initiated under the aegis of **All India Council for Technical Education (AICTE)** proposed by the **Ministry of HRD, Government of India.**

In addition to the B.Voc programs TISS: SVE will be conducting short term/ certificate & diploma programs to cater to the skill enhancement requirements. These programs will focus on imparting and upgrading the skill and knowledge of individuals who are already part of the workforce or those who need on the job training. This would thereby provide opportunities to individuals of enhance their employability and growth prospectus.

1.1 Key Features:

Introduction and Course Objectives:

HR is important factor in any organization. Dealing with the queries of employees, HR department is required to deal with those. Similarly, to monitor the smooth flow of all the activities, administration department is also important.

This course of PG Diploma in HR & Administration will provide the candidate with the knowledge related to some of the core functions of HR as well as some functions of Admin work.

1.2. Eligibility for Admission

- Graduates
- Jr. working professional from HR and Administrative departments.

1.3. Employability

This program will provide employment opportunities to candidates in all big, medium and small firms.

2. Course Structure

The PG Diploma in HR & Administration will be conducted over a period of one year and will cover 300 hours of classroom training (20 credits) and 600 hours (20 credits) of on the job training.

3. Examination and Assessment

Students will be assessed on project work and a written examination that will be conducted at the end of the course.

Syllabus for PG Diploma in HR & Administration

Introduction:

The diploma shall consist of two-three core courses covering the generic HR subjects and other two courses covering the Administrative subjects.

Main Concepts:

1. Recruitment and Induction
2. Payroll
3. Performance Management (Performance Appraisal)
4. Office Administration

Course Title: Recruitment and Induction

Credits: 4

Total Credit Hours: 60

Introduction and Course Objectives: The recruitment function is one of the most important functions in the process of organisation building. Along with recruitment, it come Induction; both are the core functions of HR.

Main Concepts:

1. Basics Of Recruitment
2. Basics of Induction

3. Job Description & Job Specification
4. Campus Recruitment
5. Induction process
6. Training

Learning Objectives:

1. Broad understanding of recruitment function in organisations
2. Write an appropriate Job description & Job specification
3. Plan the process of recruitment based on the need
4. Carry out joining formalities & induction process

Course Content:

1. Introduction to Recruitment Function
2. Brief on the staffing Industry
3. Resume shortlisting
4. Recruitment Software/Platforms
5. Selection Process
6. Walk-in Recruitment
7. Head Hunting
8. Overview on 'Assessment Centre'
9. Induction timetable
10. Preparing Offer Letter
11. Joining Formalities
12. Induction Process

Method of Teaching:

Lecture, Discussion, presentation & project work

Method of Assessment & Weightage:

Assessment Tasks: Written Exam: Project

Weightage: 70%: 30%

Reading Lists & References

Essential Reading:

Recruiting, Interviewing, Selecting and Orienting New Employees- Diane Arthur

Suggested Reading :

Managing staff Recruitment, Selection and Induction- Sheils Elliott

Course Title: Payroll

Credits: 4

Total Credit Hours: 60

Introduction and Course Objectives: One of the key functions of Human Resource Management is Compensation and Benefits. At the core of C & B is Payroll Management. Payroll Management factors the entire life cycle of an employee within the organisation. This commences from the day one of the employee in the organization to the last day in the organisation. Payroll management is considered as a “Must Have Hygiene Factor” within the organisation and hence it is important that organisations ensure an effective and efficient payroll process.

Main Concepts:

1. Human Resource Management and overview
2. Compensation
3. Payroll Management
4. Statutory Compliances
5. Knowledge of Excel

Learning Objectives:

1. Broad understanding of Human Resources as a function and its various sub-functions and its implication and connection with payroll processing.
2. Set –up the payroll process with necessary checks and balances
3. Applying the monthly payroll process with the use of payroll software
4. Generate the returns for statutory compliances & assist in conduct of audits
5. Create the various MIS reports
6. Provide resolution to payroll related queries/issues

Course Content:

1. Human Resources as a function and its various sub-functions and its implication and connection with payroll processing.
2. Salary Components and salary fixation
3. Employee and CTC master data
4. Attendance and Processing cycle
5. Statutory compliances (taxation, PF & ESIC)
6. Labour Related Legislation Affecting Payroll
7. Reimbursements
8. Salary revisions
9. Full and Final Settlement
10. MIS, JV and other reports
11. Pay sheet review process
12. Basics of Excel
13. Advance Excel
14. Payroll software
15. Managing Payroll Queries

Method of Teaching:

Classroom interactive session and Practical sessions

Method of Assessment & Weightage:

Assessment Tasks: Written Exam: Project

Weightage: 70%: 30%

Reading Lists & References**Essential Reading:**

Payroll Best Practices – Steven Bragg

Suggested Reading :

Payroll Best Practices – Steven Bragg

Course Title: Performance Management (Performance Appraisal)

Credits: 4

Total Credit Hours: 60

Introduction and Course Objectives: Performance Management is continuous process of communication between managers and employees to plan monitor and review an employee's objectives and overall contribution to the organization. Performance appraisal is one of the important functions under performance management which is a periodic process that assesses the performance and productivity of an individual employee to a certain pre-established criteria and organizational objectives.

Main Concepts:

1. What is performance management
2. Effective behaviour – the carrying out activities
3. Performance evaluation criteria
4. To identify the strengths and weaknesses of employees
5. Promotion/ compensation/ employee development

Learning Objectives:

1. To maintain records in order to determine compensation packages, wage structure, salaries raises, etc.
2. To maintain and assess the potential in the person
3. To provide feedback to employees regarding their performance
4. Judging the gap between actual and desired performance.

Course Content:

1. Understanding appraisal process
2. Principles of effective appraisals
3. Methods of performance appraisals
4. SMART objectives
5. Appraisal skills

6. Appraisal documentation and follow up
7. Appraisal preparation
8. Appraisal checklist
9. Handling conflicts in appraisals
10. Report generation

Method of Teaching:

Classroom interactive session and Practical sessions

Method of Assessment & Weightage:

Assessment Tasks: Written Exam: Project

Weightage: 70%: 30%

Reading Lists & References

Essential Reading:

Performance appraisal source book- Mike Deblieux

Suggested Reading:

The Complete Guide to Performance Appraisal- D. Grote

Course Title: Office Administration

Credits: 4

Total Credit Hours: 60

Introduction and Course Objectives: The gamut of activities in which an admin manger is involved depends on various factors, be it the size and spread of the organisation or the kind of business it is involved in. This course shall broadly cover most aspects that any admin person may have to deal with.

Main Concepts:

1. Management of facilities & Security
2. Asset Management
3. Statutory compliances
4. Vendor management
5. Procurement/Negotiations
6. Concierge Services
7. Front Office Management

Learning Objectives:

1. Be able to appoint and monitor vendors for security & facility management.

2. Will be able to understand & negotiate terms of contracts with various vendors
3. Be able to manage cost effective concierge service to the company staff
4. Will be able to list out all the statutory compliance requirements
5. Generate the returns for statutory compliances & assist in conduct of audits
6. Will be able to account for and maintain all fixed assets of the office/organisation

Course Content:

1. Security Management
 - a) PSARA Act
 - b) Attendance & billing
 - c) Contract terms & conditions
2. Facilities Management
 - a) Equipments required for cleaning
 - b) Managing/accounting for consumables
 - c) Monitoring of performance
 - d) Contract terms & conditions
3. Statutory compliances
 - a) Shops & establishment act
 - b) Signages
4. Fire safety
 - a) Fire safety audit/requirements
 - b) Fire safety drills
 - c) Fires safety equipment- Use & maintenance
5. Asset Management
 - a) Classification of assets
 - b) Asset registers
 - c) Concept of depreciation/write-off
 - d) Asset transfers/disposal
6. Concierge Services
 - a) Travel Bookings (Bus/rail/air)
 - b) Hotel bookings
 - c) Local transport
 - d) Bouquets/corporate gifts/movie tickets/bill pay etc
7. Procurement
 - a) Purchase of consumables & its accounting (stationery etc)
 - b) Negotiation skills
8. Vendor management (Service contracts)
 - a) Printers
 - b) Fax machines
 - c) Air –conditioners
 - d) Coffee machines
9. Front Office Management
 - a) Handling tele - exchange
1. Front office up-keep

Method of Teaching:

Classroom interactive session and Practical sessions

Method of Assessment & Weightage:

Assessment Tasks: Written Exam: Project

Weightage: 70%: 30%

Reading Lists & References

Essential Reading: Handouts