

**CHARTERED INSTITUTE OF PERSONNEL AND
DEVELOPMENT**
(CIPD)

**CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
(INTERMEDIATE)**

STUDENT HANDBOOK

20011/2012

SWANSEA BUSINESS SCHOOL

CONTENTS PAGE

Welcome from the Dean	3
Welcome from the Programme Director	4
Purpose of the Handbook	5
Useful Contacts	6
The Chartered Institute of Personnel and Development	7
Student membership	7
The HR Professional Map	8
Assessment	9
Appeals	10
Attendance	10
Progression	10
Learning Logs	10
Rules for Submission and Late submission of work	11
Quality Assurance	12
Catering Facilities	13
Library and Learning Resources	13-14
Computing facilities	14
Student Union	15
General Student Matters	16

WELCOME TO SWANSEA BUSINESS SCHOOL

I am pleased to welcome you to the Swansea Business School.

At Swansea Business School we aim to equip people with the knowledge and skills needed by businesses to help them face the current and future challenges with which they are presented.

Your programme of study will be vocational in nature. You will learn many new skills and acquire a broad knowledge of Human Resource Management. You will also be required to analyse issues and practical problems and apply them to your organisation.

Your quest to improve your skills and abilities will be supported by the high quality staff who teach on your programme. Your tutors are here to help you and will want you to succeed. They will transfer to you their knowledge and experience, so co-operation with teaching staff is essential if you are to gain from the programme's objectives.

The CIPD's Certificate in Human Resource Management is an important part of Swansea Business School's portfolio. Students enrol on professional courses each year, with each course aiming to meet the needs of employees and organisations, locally, nationally and indeed internationally. I am sure you will find studying for the CIPD qualification a challenging and rewarding experience, not only as part of the learning process for yourself, but also for your current or future employing organisation.

No doubt, as with many students in Swansea Business School, foremost in your mind is your career and personal development – successful completion of the course will be another important step in this development. Our intention is for the course to have an impact on you as an individual and on the organisation for which you work.

I wish you every success with your studies and hope that your years with us prove to be an academically enriching and enjoyable time for you.

Leigh L Jenkins
Dean, Faculty of Business and Management

WELCOME FROM THE CIPD PROGRAMME DIRECTOR

Welcome to the Certificate in Human Resource Management (HRM) at Swansea Business School. The Certificate in Human Resource Management is awarded by the Chartered Institute of Personnel and Development (CIPD).

The main emphasis of the course is to develop the skills needed in Human Resource work and to provide an awareness of the context of HR functions and the key issues that impact on HR work.

With your commitment and effort the teaching team and support staff at the Business school are here to help you achieve this qualification. The Course team will be concerned that the Certificate in HRM meets its objectives and your expectations both academically and professionally. If you have any suggestions for ways in which we can improve the course, please do not hesitate to let me know. During the course, we shall be monitoring developments by means of student questionnaires, student representation on the course management committee and through informal discussions.

If this is your first course of study in a long time please feel assured that the staff are here to support you with any anxieties or problems you may have to ensure that you gain the maximum benefits from the course.

We hope you will enjoy the Certificate in HRM and your time at Swansea Business School.

We look forward to working with you.

Sam Morgan, Chartered MIPD, MA, ACEL,ACCM

THE PURPOSE OF THIS HANDBOOK

THIS HANDBOOK **MUST** BE READ IN CONJUNCTION WITH:

1. SWANSEA METROPOLITAN UNIVERSITY (SMU) PART-TIME STUDENTS HANDBOOK
2. CIPD WEB SITE

The purpose of this handbook is to provide you with:

1. regulations and procedures operational at SMU;
2. information on student services available at SMU;
3. a background to CIPD's Intermediate level programme
4. information on the CIPD's regulations that cover assessment and progression, and
5. information on what is required of students while studying the intermediate level programme at Swansea Business School

NB The handbook is not the definitive document for the intermediate level programme. It is intended to supplement, not replace, information you will receive directly from CIPD. Regulations and procedures may change over time and therefore the information provided herein, may be subject to amendment during the period of the programme.

USEFUL CONTACTS

CIPD

The Chartered Institute of Personnel and Development,
151 The Broadway
London
SW19 1JQ

Useful CIPD telephone numbers

020 8612 6208 any membership or education enquiries

0208 612 6210 library

0208 612 6211 web site queries

Website: www.cipd.co.uk

SWANSEA METROPOLITAN UNIVERSITY

Main switchboard (01792) 481000

Swansea Business School (01792) 481132/481124 Fax: (01792) 481127

Open: Monday-Thursday 0830-1830

Friday 0830-1630

Course Director

Sam Morgan

Contact details

(01792) 481139

Samantha.morgan@smu.ac.uk

CIPD Course Lecturers

Dr. Maggie Inman

(01792) 481103

margaret.inman@smu.ac.uk

Dr. Jenni Woodman

(01792) 481139

jenni.woodman@smu.ac.uk

Dr. Glen Jenkins

(01792) 481196

Glen.Jenkins@smu.ac.uk

Sam Morgan

(01792) 481139

Samantha.morgan@smu.ac.uk

THE CHARTERED INSTITUTE OF PERSONNEL AND DEVELOPMENT

The Certificate in Human Resource Management has been designed to provide a comprehensive, integrated programme, with the main emphasis on individual's development of professional knowledge and competence in both the short and long terms.

For more details on the CIPD and the syllabus please visit the CIPD website at: <http://www.cipd.co.uk>

Student Membership Regulations

Applications All students wishing to complete the Certificate in HRM must become student members of the CIPD.

After you have enrolled with Swansea Metropolitan University, you will need to enrol as a student member of CIPD. To do this, you do not need to contact CIPD. We will give you the relevant membership information from which you can register using the CIPD on-line registration facility within one month of starting your study.

Benefits of membership of the CIPD

Once you have registered with the CIPD you will have access to a range of member benefits. This includes:

- access to professional resources
- books, publications and toolkits
- company profiles
- library information services
- member-only website resources
- online journals and magazines
- People Management magazine
- Surveys, reports and research
- Training tools

Ways to enhance your career and keeping up to date through:

- CIPD HR professional map
- Access to HR jobs
- CPD tools
- Email alerts and newsletters
- Employment law resources
- Branch events
- Pod casts

- Conferences and exhibitions

Receiving discounts on:

Books, training courses, conferences and other products and services

Exclusive discounts on leisure and business products and services

THE CIPD HR PROFESSIONAL MAP

The CIPD HR Profession Map is a comprehensive view of how HR adds the greatest sustained value to the organisations it operates in, now and in the future. It combines the highest standards of professional competence with the closest alignment to your organisational goals, to deliver sustained performance.

It captures what HR people do and deliver across every aspect and specialism of the profession and it looks at the underpinning skills, behaviour and knowledge that they need to be most successful. It also creates a clear and flexible framework for career progression, recognising both that HR roles and career progression vary.

The map was developed by HR practitioners for HR practitioners. It was created by both specialists and generalists, working in the UK and globally, across the private sector (large and SME) public and third sectors.

Its architecture is simple and flexible - it includes ten professional areas, eight behaviours and four bands/transitions.

The map coupled with CIPD's qualifications, membership, information resources and face to face networks will provide you with the knowledge, skills and tools to deliver sustained business success within your organisation.

Key design principles

The HR Profession Map was developed using the following design principles:

- It covers behaviours as well as the technical elements of professional competence required in the HR profession.
- It describes what you need to do, what you need to know and how you need to do it within each professional area at four bands of professional competence.
- It's organised around areas of professional competence, not organisation structures, job levels or roles.
- The scope of the map will cover the breadth and depth of the HR profession, from small to large organisations, from fundamental to sophisticated practice, local to global, corporate to consulting, charity to public sector, traditional to progressive.
- Although some of the content may relate to line managers and academics the map is not designed to capture the professional competence required in these disciplines.

Please explore this map further by going to the web address listed below to see how it is applicable to you and to the Certificate in Human Resource Management that you are studying.

<http://www.cipd.co.uk/hr-profession-map/explore-the-map.htm>

ASSESSMENT

There is no formal examination for the Cert HRM. Assessment will be based on ensuring that students have displayed the appropriate level of skills, knowledge and competencies required.

A variety of formal and informal methods of assessment methods will be used.

Formal Assessment

(CIPD National Assessment bank)

Informal assessment

- Case-studies
- Simulations/role plays
- Group tasks
- Analysis of external visits and guest speakers
- Group/individual presentations
- Tutor reviews
- CPD
- Student portfolio

Assessment will be of:

- Personal management of learning through reviews with tutors
- Knowledge and understanding through written assignments, personal reflective reports or activities
- Skills assessed under simulated conditions eg. Presentations, role-play, group tasks, skills based assignments
- Work based evidence of the ability to apply knowledge, understanding and skills through assignments, projects, and self-assessment.

Assessment Criteria

Your assignment will be classified as having **Met** or **Not Met** the assessment criteria.

Assignment deadlines

Students are expected to ensure that their assignments are handed in by the due deadline. Failure to do so will result in a maximum of a Pass grade being achievable. Where students are experiencing problems in this respect, they should speak to the tutor in advance. Exemptions are only made in exceptional circumstances and supported by a Medical certificate or similar.

Appeals

Students who wish to appeal against their awarded grade must, in the first instance take the matter up with the tutor concerned. If this does not resolve the matter, then this should be brought to the attention of the course leader. If this is the same person, then a third assessor will assess the work. Please see the University's appeal procedure for further details.

Attendance

Students are expected to attend a minimum of 80% tutor led sessions. The course director must be notified of any non-attendance. If a student has a prolonged period of absence this must be accompanied by a medical note. The student will be offered counselling as to the possible route for completion of the course.

Progression

Students who are referred in any module will be allowed one resubmission. Such students may be allowed to progress to other modules subject to course director approval. Students must however, eventually pass all assessments, attend eighty per cent of all lectures and all skills workshops to gain the Certificate in Human Resource Management. Students who don't complete the whole qualification may gain an Award in Human Resource Management if they successfully complete one module of the programme (minimum of 3 credits). Where a student's ability to complete the programme is questioned by either the student or lecturer, counselling must take place and can be instigated by either parties concerned.

Learning Logs

As students progress through the Cert HRM programme, learning and development needs should be addressed through a variety of methods. Students will also identify further development needs that they may wish to address. In order to clarify what these learning needs are, students should complete a learning log as they progress through the course. This will contribute to a Professional Development Record.

This should ideally be completed as students progress, or at the minimum at the beginning and end of each module. This will be introduced in the 'Developing Professional Practice' core module. At the end of the programme students will need to make a concluding reflective statement and evaluate their continuing development needs. From this a Continuing Professional Development Plan can be established.

Rules for Submission and Late Submission of Work

Information on assessed work required, their nature and quantity, the deadlines by which they must be submitted and the place or places where they may be submitted, are provided by the module lecturer. Extensions to deadlines are only offered in exceptional circumstances, for example, certified medical reasons, and is subject to the following procedure:

- An extension must be requested before the deadline date;
- The request for an extension must normally be in writing and accompanied by supporting evidence, for example, a medical certificate;
- The request must be made to the Course Director;
- The Course Director is the only person who can grant an extension and she will fix a further deadline by which the work must be submitted;

Re-submission and Assessment of Assignments

A student who does not meet the specified criteria in an assignment will be offered the opportunity to resubmit the assignment. The period of re-submission will be determined by the module lecturer.

Plagiarism Material submitted for assessment must represent the student's own efforts and must be his or her own work. Brief quotations from published or unpublished works of another person may be used, but must always be attributed. Extensive or unacknowledged quotations, close paraphrasing or copying from the works of another person constitutes plagiarism. Plagiarism is a serious offence. Any passage in a student's assessment that an examiner suspects to be plagiarised will be investigated.

If plagiarism is confirmed the result may be a recommendation that:

- all marks for the assessed work in question are excluded from consideration for the award; or,
- the student is required to submit an alternative piece of work; or,
- the student is excluded from the programme.

QUALITY ASSURANCE

There are a variety of means of assuring the quality of the programme and surveying student opinion, which may include:

Student feedback

1. Informal

Course Committee members will be encouraged to discuss with individual students or groups of students, on a regular basis, their progress on the Cert HRM Programme. In this informal way a broad range of student opinion can be gathered and whether the course objectives are being met.

2 Formal

Structured Student Questionnaires and Interviews

Module Lecturers will distribute a formal questionnaire to elicit student opinion of each module.

Feedback will also be supplemented by interviewing students on a one-to-one basis to evaluate further some of the questions raised in the student questionnaire or to confirm informal opinion. This information will form part of the Annual Programme Report.

External Verification

All assignments are made available for inspection by CIPD appointed external verifier. This we consider to be an important means of quality control.

Employer Links

Students and staff are encouraged to take up active participation in professional bodies, particularly the CIPD local branch, to obtain information on the relevance of the Intermediate level programme to both professions and employers alike.

CATERING FACILITIES

Mount Pleasant has a refectory servicing breakfast, lunch, dinner, snacks and drinks. It is open 8.00am – 8.00pm Mon- Thurs, 8.00am – 4.00pm Friday. The student centre also has a 'fast food' outlet until 3.00pm, thereafter students have access to vending machines.

Contact Mr. Brian Kelleher, Catering Manager, on (01792) 482079 if you have any special dietary needs.

LIBRARY AND LEARNING RESOURCES

The library will become an important part of your time at Swansea Business School. You will discover the information that you will need to support your studies amongst the stock of around 130,000 books, covering the range of subjects taught. Daily newspapers are taken and the library subscribes to some 1500 current journals and periodicals - all intended to keep you up to date. Over a hundred of these are in the Management and Human Resource Management field.

Location

Swansea Business School is served by the Owen Library, the largest library in the University, which is located on the Mount Pleasant campus. Although each library caters primarily for the study requirements of the Faculties in its immediate area, all facilities of each of the three libraries are available to every student in the University, regardless of their particular study programme.

Library Opening Hours

Owen Library (Business) (Tel 481099)

	Mon-Thursday	Friday	Saturday & Sunday
Term:	0845-2100	0845-1630	1000-1600
Vacation:	0845-1700	0845-1630	Closed

Joining

Following your enrolment you will be issued with an identification card. Please inform the library staff immediately if your identification card is lost or stolen.

A charge will be made for a replacement.

Also, if you change your address keep the Library informed.

Borrowing

When registered in the library students may borrow up to 12 items including books, audio-visual items or computer software from any University library. If a book is not available but in the library stock, it can be reserved at the issue desk. Books must be returned when recalled by the Librarian.

Loan Periods:

Ordinary loan	3 weeks
Limited loan	1 week short loan.

Overnight loan: to be returned by 12.00 noon on the next working day.
Reference: cannot be removed from the library

Fines:

Fines are charged for overdue items at a rate displayed in the library. If an item is required for longer than the loan period please return the items for renewal to avoid paying fines. Course Tutors are informed of all students who do not return library books and any unpaid fines. You can renew books in person, by telephone or via the World Wide Web access to OPAC.

Inter-library loans

If a book, journal or thesis is needed which is not in the library stock, it can be obtained through the British Library by completing an inter-library loan request form. This service is expensive and a charge will be made at the time of the request.

The Catalogue.

To locate an item the catalogue should be consulted. The On-Line Public Access Catalogue (OPAC) terminals are situated in the library. You can also access it via the Internet. Help is available from the duty librarian if required.

Reference material

The library has a range of reference books, abstracts, indexes and bibliographies. These can provide specific information such as addresses, telephone numbers, train times, etc, and allow you to access details of business and management books and journal articles. On-Line searching of commercial databases is available on request. There is also access to Teletext and Prestel services CD-ROM facilities are also available.

Computing

All students are allocated e-mail addresses when they enrol. Students have access to the SMU intranet by remote access. Groups of computer work stations are available in each Faculty. They include IBM-compatible PCs, Macintosh, Archimedes and Unix work stations which are available for student use according to specialist needs.

Open access computing facilities are available in the Business Library and the Engineering Library during normal working hours and at weekends. These have access to the high speed institute-wide data network which provides access to files servers, application servers which hold a large collection of software packages and printing facilities. Office 2000 is installed on computers for word processing and other business applications.

Library services, including CD-ROM access and the on-line catalogue, can be accessed over the network which is also connected to the South Wales Metropolitan Area Network. This South Wales network is in turn connected to the SuperJanet Network which serves the entire UK higher education community and provides connection to the Internet. Computer technicians are available throughout the day and evening to assist students.

A bulletin board system is available on the SMU website for students to check timetable changes and other information.

Other services

Students have access to audio-visual equipment and film and television viewing rooms. Students may also borrow video cameras and other equipment for use in their project work at the University.

Card operated photocopiers are available in each library. Cards may be purchased from dispensers located in the Business Library. Please note that copying is subject to the provisions of the 1988 Copyright Act.

265 study areas are available so that you may work away from the distractions of home with the references you need on hand.

If any other services connected with the library are required please let the library staff know and assistance will be given where possible.

STUDENT UNION

The Students Union (SU) is run by students for students studying both full-time and part-time. The SU provides a diverse and essential range of services including representation, welfare, sports and entertainment. Membership offers services such as, discount agreements with a wide range of suppliers and distributors. Course representatives are also invited to sit on the Student Academic Council.

A copy of the Students Union Handbook is available from the student union office.

Students Union Offices:

Mount Pleasant near Student Coffee Bar, Red Brick Building

GENERAL STUDENT MATTERS

Part-time Study, Work and Home

Many students who undertake part-time study have other commitments on their time. We recognise that while intentions to study are exemplary at the start of the course, students may get into difficulties because of pressures at work or home or even both. If you face such problems talk to the Course Director about them as soon as possible. Alternative solutions to such problems may be found.

Academic Problems

Occasionally academic problems may arise for a number of reasons. Firstly you should discuss the issue with the module lecturer. If the problem remains, raise the issue with the Course Director, or through the course management committee. If still unsatisfied, more formal procedures may be taken up with the Head of School.

Car Parking

Free car parking is available for students at the nearby Pen-y-Bryn car park, subject to availability. This car park has security staff in attendance from 8.00am – 6.30pm. The Mount Pleasant campus car park is available to students after 16.30pm and at weekends. Disabled students are allowed to park in the Mount Pleasant campus car park. However car parking is a perennial problem at Mount Pleasant, alleviating the problem is a long term objective.

Childcare

The Student Services section can provide details of available nurseries, childminders and after school clubs in the area.

Disabilities

Access to the buildings on the Mount Pleasant site can be difficult for those with severe disabilities. For specialist advice on this matter contact the Student Counsellor, Jill Nicholls through the Secretary on extension 4139.

Pay Phones

Situated opposite reception in the main foyer of the Mount Pleasant Campus and opposite the Refectory.

Mobile Phones

Students are requested to turn these off in classroom situations unless they are officially 'on call'.

Fax Machines

There are no fax machines available for student use at the Business School.

