

BUS-53 – Human Resources Professional Certificate Program with Externship

Professional Education Course Syllabus

Program includes National Certification & an Externship Opportunity

Course Contact Hours: 48

The Human Resources Professional

Formerly known as Personnel, Human Resources (HR) departments are fast-becoming a significant player in organizations across the country. Previously, these divisions handled mainly administrative functions like managing employee benefits, recruiting, interviewing and hiring new staff as directed by management. Today's HR professionals, on the other hand, are increasingly involved in company initiatives and strategic planning. With this evolving role, HR departments are now able to offers unprecedented opportunities for those entering the field. According to the Bureau of Labor Statistics, the number of HR professions in the U.S. will rise faster than the national average over the next 10 years, making this a great focus for students looking to enter the business world.

The Human Resources Professional Program

The Human Resources Professional Program introduces human resources (HR) functions and related elements and activities to students wishing to enter a career in this field or anyone who runs or may start a business of their own. This program will outline for students the roles and responsibilities of members of a typical HR department, educating the staff that make up a particular firm in various corporate policies, rules and/or procedures as well as how their individual role will include HR-related activities, whether officially part of an HR department or not. Students will move through the evolution of HR management through to the modern functions of most HR divisions from the perspective of both management and subordinate employees. Further, students will explore various compensation structures and gain an understanding of the importance of maintaining fair and equitable compensation and benefit programs.

Education and National Certifications

- Students should have or be pursuing a high school diploma or GED.
- There are no state approval and/or state requirements associated with this program.
- There is a National Certification exam available to students who successfully complete this program:
 - **Microsoft Office Specialist (MOS) Certification Exam.**

Program Objectives

At the conclusion of this program, students will be able to:

- Analyze the role of HR as a strategic partner to manage the organization
- Develop a strategic HR plan for an organization
- Develop a personnel planning, recruiting and selection plan for an organization
- Identify key deficits and performance appraisal processes in employee development

- Outline the process to create a 'job ladder' for employees for career development
- Make pay plan and benefits mix suitability determinations in line with strategic plans
- Apply employment discrimination and labor laws to deal with employment issues
- Identify legal, ethical, health, and safety issues in the workplace
- Use Microsoft Office

National Certification

Upon successful completion of this program, students would be eligible to sit for the Microsoft Office Specialist (MOS) exam. Although there are no state approval, state registration or other state requirements for this program, students who complete this program will be prepared and are eligible to sit for this national certification exam. Students who complete this program are encouraged to complete the externship option with their program. Students who complete this program can and do sit for the MOS national certification exams and are qualified, eligible and prepared to do so.

Externship / Hands on Training / Practicum

Although not a requirement, once students complete the program, they have the ability to participate in an externship and/or hands on practicum so as to practice the skills necessary to perform the job requirements of a professional in this field. Students will be assisted with completing a resume and/or other requirements necessary to work in this field. All students who complete this program are eligible to participate in an externship and will be placed with a participating organization near their location.

Human Resources Professional Program Detailed Student Objectives:

OVERVIEW OF HUMAN RESOURCE MANAGEMENT

- Explain what HRM is and how it relates to the management process
- Propose appropriate HRM-related steps required to set up an HR department
- Recommend HRM functions for HR managers to manage their teams
- Analyze how the HR functions contribute to the success and failure of the working of an organization
- Explain the importance of a strategy-oriented HR system
- Outline the steps in the strategic management process
- Explain the steps in the HR Scorecard approach to creating HR systems

EMPLOYEE RECRUITMENT AND PLACEMENT

- Identify the key jobs for each unit within the organization
- Use methods, such as interviews, questionnaires, and observation, to collect job analysis information
- Write job descriptions, including summaries and job functions, using the Internet and traditional methods
- Explain the techniques used in employment planning and forecasting
- List the internal and external sources of candidates
- Identify the steps to recruit job candidates effectively
- Develop a strategy to advertise the available positions
- Identify screening methods for hiring
- Explain the key points in conducting background investigations
- Develop criteria for evaluating each candidate's scores, responses, and credentials
- Create and implement interview questions for candidates

TRAINING AND DEVELOPMENT

- Identify the role of new employee orientation
- Describe the basic training and development process
- Identify opportunities to use employee development to retain employees
- Describe the importance and use of the performance appraisal process
- Identify the problems that should be avoided in appraising performance of employees in an organization
- Identify the advantages and disadvantages of using the various appraisal methods
- Describe the guidelines to conduct an effective performance appraisal interview
- Compare employers' traditional and career planning-oriented HR focuses
- Explain the employee's, manager's, and employer's career development roles
- Identify the issues to consider when making promotion decisions
- Describe methods for enhancing diversity through career management

EMPLOYEE COMPENSATION AND BENEFITS

- Explain the process of establishing pay rates
- Evaluate the differences in compensating managerial and professional jobs
- Outline the steps involved in developing effective financial incentive plans for different types of employees in an organization
- Describe the role of employee benefit plans and services in employee retention and increased productivity

EMPLOYEE RELATIONS

- Describe the main features of employment discrimination laws
- Describe the main features of the collective bargaining process
- Describe the key components of the grievance procedure
- Describe the basic facts about OSHA
- Identify the role of a manager in minimizing unsafe acts by employees
- Describe the importance of ethical behavior at work
- Analyze the role of HRM in improving workplace ethics, employee discipline and privacy, and managing dismissals
- List the important factors in managing employee dismissals effectively

GLOBAL HR MANAGEMENT

- List the HR challenges of international business
- Illustrate how inter-country differences affect HR management
- Describe ways to improve international assignments through effective HR practices
- Describe how to staff, train, and manage international employees
- Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities

Fresno Pacific University Student Learning Outcomes (FPU-SLO)

FPU-SLO 1	Student Learning Outcomes Oral Communication: Students will <i>exhibit</i> clear, engaging, and confident oral communication – in both individual and group settings – and will critically <i>evaluate</i> content and delivery components.
FPU-SLO 2	Written Communication: Students will <i>demonstrate</i> proficient written communication by <i>articulating</i> a clear focus, <i>synthesizing</i> arguments, and utilizing standard formats in order to <i>inform</i> and <i>persuade</i> others.

FPU-SLO 3	Content Knowledge: Students will <i>demonstrate</i> comprehension of content-specific knowledge and the ability to apply it in theoretical, personal, professional, or societal contexts.
FPU-SLO 4	Reflection: Students will <i>reflect</i> on their personal and professional growth and <i>provide evidence</i> of how such reflection is utilized to manage personal and vocational improvement.
FPU-SLO 5	Critical Thinking: Students will <i>apply</i> critical thinking competencies by <i>generating</i> probing questions, <i>recognizing</i> underlying assumptions, <i>interpreting</i> and <i>evaluating</i> relevant information, and <i>applying</i> their understandings to new situations.
FPU-SLO 6	Moral Reasoning: Students will <i>identify</i> and <i>apply</i> moral reasoning and ethical decision-making skills, and <i>articulate</i> the norms and principles underlying a Christian world-view.
FPU-SLO 7	Service: Students will <i>demonstrate</i> service and reconciliation as a way of leadership.
FPU-SLO 8	Cultural and Global Perspective: Students will <i>identify</i> personal, cultural, and global perspectives and will employ these perspectives to <i>evaluate</i> complex systems.
FPU-SLO 9	Quantitative Reasoning: Students will accurately <i>compute</i> calculations and symbolic operations and <i>explain</i> their use in a field of study.
FPU-SLO 10	Information Literacy: Students will <i>identify</i> information needed in order to fully understand a topic or task, <i>explain</i> how that information is organized, <i>identify</i> the best sources of information for a given enquiry, <i>locate</i> and critically <i>evaluate</i> sources, and accurately and effectively <i>share</i> that information.

Continuing Education Student Learning Outcomes (CE-SLO)

CE-SLO 1	Demonstrate proficient written communication by articulating a clear focus, synthesizing arguments, and utilizing standard formats in order to inform and persuade others, and present information applicable to targeted use.
CE-SLO 2	Demonstrate comprehension of content-specific knowledge and the ability to apply it in theoretical, personal, professional, or societal contexts.
CE-SLO 3	Reflect on their personal and professional growth and provide evidence of how such reflection is utilized to manage personal and professional improvement.
CE-SLO 4	Apply critical thinking competencies by generating probing questions, recognizing underlying assumptions, interpreting and evaluating relevant information, and applying their understandings to the professional setting.
CE-SLO 5	Reflect on values that inspire high standards of professional and ethical behavior as they pursue excellence in applying new learning to their chosen field.
CE-SLO 6	Identify information needed in order to fully understand a topic or task, organize that information, identify the best sources of information for a given enquiry, locate and critically evaluate sources, and accurately and effectively share that information.