PART 2 : TRAINING PROGRAMME DETAILS

Section A : Course Details for IAOP Certified Outsourcing Specialist in Human Resources

1.	**Course Title**	IAOP Certified Outsourcing Specialist in Human Resources
2.	**Type of Course**	Non – Technical
3.	**Training Methodology**	Classroom Group Discussion
4.	**Skill Area**	Overview of Outsourcing and Human Resources
5.	**Duration (Days)**	7 training days and 49 contact hours
6.	**Level of Certification**	International Association of Outsourcing Professionals (IAOP): Certified Outsourcing Specialist in Human Resources (COS HR)
7.	**Certification Body (if applicable)**	International Association of Outsourcing Professionals (IAOP): Certified Outsourcing Specialist in Human Resources (COS HR)
8.	**Course Overview**	The International Association of Outsourcing Professionals (IAOP): Certified Outsourcing Specialist in Human & Resources (COS HR) is designed to advance careers in Business Services in based roles. The programme is in line with the Government's effort to assist Malaysian employees with the intention to up-skill and reskill in order to increase their employability with knowledge and skills Business Services based roles. The programme also help the individuals and companies to raise the skills of the workforce to international standard. At the end of the programme, the certified Malaysians under this programme will be part of the critical supply of Business Services talent to meet the growing needs of human resource functions of Global Business Services sector.
9.	**Prerequisites**	Certificate / Diploma
10.	**Course Objective**	IAOP HR Course is a learning solution to help students acquire and develop the required skills to understand HR management and focus on how to improve performance for both the individual and businesses, to deliver positive company-wide impact. In today's environment the Human Resource Management has evolved from being merely personnel management to Human capital management and participants will gain knowledge and understanding of various HR concepts to make correct decisions.
11.	**Learning Outcome**	Learning is a never-ending process, and on completion of this course, the students will be able to understand the relevance of HRM in an organization and develop the necessary skills to analyse issues and strategies of HRM. The students will be able to analyse the key issues related to human resource management such as motivation, compensation, appraisal, career planning, ethics, and corporate culture.

12.	Course Content	**Part A Module 1: Introduction of Outsourcing** Topic 1 What is Outsourcing Topic 2 Types of Outsourcing Topic 3 The Business Process Outsourcing Topic 4 Identifying Core and Non Core Processes Topic 5 Challenges and New Trends in Outsourcing **Part B Module 2: HR Management** Topic 1 Human Resource Management Overview of HR Roles and Functions Topic 2 Strategic HR Planning Topic 3 Conducting Job Analysis Topic 4 Recruitment & Selection Topic 5 Performance Management Topic 6 Human Resource Development Topic 7 Managing Compensation & Benefit Payroll Calculation Topic 8 Developing Employee Relations Topic 9 Corporate Culture Topic 10 International HRM (iHRM) Topic 11 HR Leadership ***Please refer to the Attachment 1 of the details course outlines***
13.	Learning Activities	**Lecture,** **Role Play** **Practical Exercise** **Case Studies** **Learning Activities** **Video Presentation**
14.	Target Group	BPO