



Testing Services & Adult and Continuing Education

**Testing Services and Programs**  
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Dover, DE 19901

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**Education & Training Plan**  
**Human Resources Professional Certificate Program with Externship**

Student Full Name: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

**Program includes National Certification & an Externship Opportunity**  
**Mentor Supported**

**Human Resources Professional Certificate Program with Externship**

Course Code: DESU-B-HPRO  
Program Duration: 6 Months  
Course Contact Hours: 375  
Student Tuition: \$3,999

**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 Delaware State University program, students would be eligible to sit for the Microsoft Office Specialist (MOS) exam. Although there is no state approval, state registration or other state requirements for this program, students who complete this program at Delaware State University 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. Delaware State University works with each student to complete the exam application and register the student to take their national certification exam.

### **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. Delaware State University works with national organizations and can place students in externship opportunities nationwide.

**Delaware State University contact:** If students have any questions regarding this program including national certification and externships, **they should call Testing Services & Adult and Continuing Education of Delaware State University at 302.857.6144 or via email at [ace@desu.edu](mailto:ace@desu.edu).**

Note: No refunds can be issued after the start date published in your Financial Award document.



## About Delaware State University!

### **FIND YOUR SUCCESS TODAY**

The Office of Testing Service & Adult and Continuing Education (TSP & ACE) offers life-long learning opportunities customized training, graduate prep sessions, non-credit programs (certificate and certifications), training workshops and seminars in a Face to Face and/or Online format.

ACE outreach efforts are statewide, available to the public, and are accomplished through special learning activities for corporate, international professional development and personal enrichment. Our youth enrichment programs are designed for participation year-round. All ACE programming is designed to adapt to changing technological and workforce development needs through careful assessment and strategic planning.

Our customized employee training and professional development programs/workshops are developed to fit your needs to provide job retention and build upon the success of your company.



### **Delaware State University and Pearson Education**

The Delaware State University's Office of Testing Service & Adult and Continuing Education (TSP & ACE) eLearning programs were developed in partnership with Pearson Education to produce the highest quality, best-in-class content and delivery necessary to enhance the overall student learning experience, boost understanding and ensure retention. Pearson Education is the premier content and learning company in North America offering solutions to the higher education and career training divisions of colleges and universities across the country aimed at driving quality education programs to ensure student success. Please visit us at [www.pearson.com](http://www.pearson.com).

### **About Pearson Education**

Welcome to Pearson. We have a simple mission: to help people make more of their lives through learning. We are the world's leading learning company, with 40,000 employees in more than 80 countries helping people of all ages to make measurable progress in their lives. We provide a range of education products and services to institutions, governments and direct to individual learners, that help people everywhere aim higher and fulfill their true potential. Our commitment to them requires a holistic approach to education. It begins by using research to understand what sort of learning works best, it continues by bringing together people and organizations to develop ideas, and it comes back round by measuring the outcomes of our products.

## **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

**Note: This program can be completed in 6 months. However, students will have online access to this program for a 24-month period.**

## **MICROSOFT OFFICE Module**

- Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities
- Describe proper computer techniques for designing and producing various types of documents
- Demonstrate the common commands & techniques used in Windows desktop
- List the meaning of basic PC acronyms like MHz, MB, KB, HD, and RAM
- Use WordPad and MSWord to create various types of documents
- Create headings and titles with Word Art
- Create and format spreadsheets, including the use of mathematical formulas
- Demonstrate a working knowledge of computer database functions, including putting, processing, querying, and outputting data
- Define computer terminology in definition matching quizzes
- Use the Windows Paint program to alter graphics
- Use a presentation application to create a presentation with both text and graphics
- Copy data from one MS Office application to another application in the suite
- Use e-mail and the Internet to send Word and Excel file attachments
- Demonstrate how to use the Windows Taskbar and Windows Tooltips
- Explain how copyright laws pertain to data and graphics posted on the Internet
- Take the college computer competency test after course completion
- Follow oral and written directions and complete assignments when working under time limitations

**Note:** Although the Microsoft Office Module is not required to successfully complete this program, students interested in pursuing free Microsoft MOS certification may want to consider completing this Microsoft Office Module at no additional cost.

### **System Requirements:**

#### **Windows Users:**

- Windows 8, 7, XP or Vista
- 56K modem or higher
- Soundcard & Speakers
- Firefox, Chrome, or Microsoft Internet Explorer

#### **Mac OS User:**

- Mac OS X or higher (in classic mode)
- 56K modem or higher
- Soundcard & Speakers
- Apple Safari

#### **iPad Users:**

- Due to Flash limitations, eLearning programs are NOT compatible with iPads

#### **Screen Resolution:**

- We recommend setting your screen resolution to 1024 x 768 pixels.

#### **Browser Requirements:**

- System will support the two latest releases of each browser. When using older versions of a browser, users risk running into problems with the course software.
- Windows Users: Mozilla Firefox, Google Chrome, Microsoft Internet Explorer
- Mac OS Users: Safari, Google Chrome, Mozilla Firefox

#### **Suggested Plug-ins:**

- Flash Player
- Real Player
- Adobe Reader
- Java