Certificate in Human Resources Management - 4096

RESPONSABLE :

Francis Lévesque
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SCOLARITÉ :

30 crédits, Premier cycle

OBJECTIFS :

This program is intended for individuals with an interest in human resources within organizations, nature of work, and individual or group relationships in a work environment. It aims at giving students the opportunity to acquire basic training in human resources management, covering three areas or spheres of activity: functions, activities, and management department inherent to human resources management; labor relations and occupational health and safety. Human resources management is addressed from the organizational, behavioral, and legal angles as well as from strategic and operational aspects.

For the purposes of awarding a bachelor's degree by accumulation of certificates, the sector of reference of this program is: BUSINESS ADMINISTRATION.

CONDITIONS D'ADMISSION :

Base collégiale

Applicants must hold a diploma of college studies (DSC) or the equivalent.

Base études universitaires

Applicants must hold a university diploma.

Base expérience

Applicants must be at least 21 years of age and demonstrate sufficient preparation, skills and knowledge to undertake undergraduate studies. This knowledge can be assessed through testing and (or) interviews, when required. Applicants must also have experience deemed relevant, having held a position in a private, public or non-profit organization, which has allowed acquisition of administrative experience. A letter from their employer must certify their experience. Training or education exceeding the minimum requirements may be substituted for experience.

PLAN DE FORMATION :

Mandatory Courses

ADM2300E	Organizational Behaviour (3 cr.)
GRH1000E	Human Resource Management (3 cr.)
GRH2100E	Compensation Management (3 cr.) (GPE1128E ou GRH1000E)
GRH2105E	Recruitment of Staff (3 cr.) (GPE1128E ou GRH1000E)
GRH2200E	Working Relationships in Unionized and Non-Unionized Workplaces (3 cr.) (GPE1128E ou GRH1000E)
GRH3100E	Human Resources Training (3 cr.) (GPE1128E ou GRH1000E)
GRH3300E	Managing Health and Safety at Work (3 cr.)
	9 optional credits

Optional Courses

Students choose nine credits among those courses:

ADM1000E	Management of Organizations (3 cr.)
ADM2305E	Issues and Challenges in Working Teams (3 cr.) (ADM1205E ou ADM2300E)
ADM2310E	Managing Quality of Work Life (3 cr.) (ADM1205E ou ADM2300E)
ADM3300E	Interpersonal Communication Skills (3 cr.) (ADM1205E ou ADM2300E)
ANG1000E	Business English (3 cr.)
GRH3400E	Organizational Change Applied to Human Resources Management (3 cr.) (GPE1128E ou GRH1000E)
JUR2100E	Labour Law (3 cr.)
SCO1000E	Basic Accounting (3 cr.)
SOC2311E	Aboriginal Social Environment (3 cr.) *

*** : Disponible à distance**

PIÈCES SUPPLÉMENTAIRES ET DIRECTIVES PARTICULIÈRES :

Relevant experience basis: motivation letter mandatory.

ADM1000E

Management of Organizations

Objectifs : Integrate the fundamental concepts and models, as well as the tools and techniques, used in the management process. Know the different roles and duties that managers must take on. Become aware of the business' position as a system of relationships. Acquire skills for analyzing and solving practical management issues.

Contenu : Historical evolution of management. Quebec and Canadian realities in the field of administrative practice. Current management theories and techniques, and research results. Traditional management process: planning, organization, direction, and control. Internal and external business environments, and the administrative process in strategy development, design development, and organizational mechanisms of control. New trends in organizational management.

ADM2300E

Organizational Behaviour

Objectifs : Learn about the discipline of organizational behaviour and its three levels of analysis: individual, group, and organizational. Become aware of the human dimension in organizations. Become familiar with theories and models that foster understanding of one's own and others' behaviours at work.

Contenu : Introduction to fundamental behavioural sciences knowledge applied in an organizational context, for each of the different levels of analysis (individual, group, and organization). Key topics in organizational behaviour (perception, personality, attitudes, stress, motivation, power, leadership, team management, communication, problem solving, work organization models, organizational culture, and change management).

ADM2305E

Issues and Challenges in Working Teams

Objectifs : Learn the challenges and how to operate work teams within organizations. Develop the competencies, skills and attitudes conducive to teamwork and team management. Equip the student to manage teams remotely.

Contenu : Knowledge of the self as member of a team. Introduction to communication skills. Evolution of work teams. Specifics of remote teams. The practice of leadership in a team situation. Communication in teams, and personality management. Meeting facilitation. Team conflict. Determinants of effective work teams.

ADM2310E

Managing Quality of Work Life

Objectifs : Become familiar with key aspects related to the concept of quality of work life. Identify and assess the primary conditions for quality of work life, as well as its impact on organizations and their employees.

Contenu : Introduction to fundamental knowledge and concepts of quality of work life. The importance of quality of work life for organizations and individuals. Assessment of quality of work life and psychosocial risks. Innovative organizational prevention interventions, promotion, and management of quality of work life.

ADM3300E

Interpersonal Communication Skills

Objectifs : Develop the communication and interpersonal skills needed for the management, professional development, and mobilization of stakeholders in organizations. Equip the student with the tools to face the challenges generated by the complexity of human resources management.

Contenu : Introduction to interpersonal and organizational communication. Development of communication skills (listening, asking questions, feedback, and emotional intelligence). Introduction to the process of authentic communication. Presentation of communication styles. Role of leadership, influence, and power. Mobilizing individuals and groups. Management of difficult behaviours. Dynamics of interpersonal conflicts, process of conflict management and conflict prevention.

ANG1000E

Business English

Objectifs : Develop spoken and written communication skills to better communicate in English with colleagues, customers, and business partners. Interpret content written in English. Understand the management semantic field, in English.

Contenu : Reading and analyses of texts in English dealing with subjects in accounting, marketing, management, human resources, finance, ethics, and other fields. Terminology, idiomatic expressions, and phrasal verbs. Grammar review (verb tense, verb structure, comparatives and superlatives, and more). Oral presentations connected to role-play and different projects. Writing of common document types (emails, memos, administrative notes, and others) and less-common documents (reports, business proposals and others).

GRH1000E

Human Resource Management

Objectifs : Acquire a global vision of human resource management. Learn the basic skills to be able to understand the shared responsibility between the different stakeholders in human resource management within organizations.

Contenu : Definition, goals, and shared responsibility between the different stakeholders within human resource management. Context and strategic human resources management. Predictive management of human resources. Job analysis and work organization. Recruitment, selection, onboarding, and integration. Performance appraisal, skills development and remuneration and benefits in line with employees' rights. Health, safety, and wellbeing at work.

GRH2100E

Compensation Management

Objectifs : Understand the strategic dimensions related to compensation. Become familiar with compensation principles, policies and practices. Learn the tools for managing compensation and job evaluation. Understand and analyze the fiscal and monetary impacts of compensation choices offered to the employee.

Contenu : Strategic, legal, tax and ethical perspectives of compensation. Workstation analysis, job description and competency profile. Job evaluation methodologies. Evaluation committee and salary survey. Interpretation of salary data and development of a salary structure in a company. Determination of individual salaries. Benefits management and costing methods. Contemporary issues of compensation. Tax impacts related to compensation.

GRH2105E

Recruitment of Staff

Objectifs : Understand the main practices specific to the staffing process: human resources planning, recruitment, selection and integration, as well as some practices conducive to retention and organizational performance.

Contenu : Organizational issues and legal framework for staffing activities, human resources planning, recruitment, selection, hiring and integration of new employees, mobilization and management of human resource performance.

GRH2200E

Working Relationships in Unionized and Non-Unionized Workplaces

Objectifs : Become equipped to better understand and better intervene with regard to working relationships in unionized and non-unionized worplaces. Become familiar with regimes of collective and individual labour report. Learn who the main stakeholders are in working relationships and their roles. Become familiar with key elements of the principal laws regulating working relationships in Quebec. Know the principal mechanisms for collective and individual negotiation, the settlement of litigation, and disciplinary measures in unionized and non-unionized contexts. Learn the major fundamental attitudes and the key management practices promoting the establishment of optimal professional relationships, for the employer and the employee.

Contenu : Historical introduction to industrial relations, its principal stakeholders, and their roles. Working relationships legislation: collective and individual employment contracts, harassment in the workplace, and disciplinary measures. Human relations: dynamics, attitudes, feedback and listening, conflict management. Social influence: normalization, conformity, obedience, authority, trust. The collective agreement. Process for official recognition and training of an association of employees. Settlement of grievances.

GRH3100E

Human Resources Training

Objectifs : Develop the student's understanding of training human resources. Acquire an understanding of training needs in relation to business goals. Develop skills in one's role as human resources training manager.

Contenu : Training in the contemporary context. Training practices. Training management in organisations. Diagnosis and analysis of training needs. Development of a training program. Making training investments profitable. Evaluation of a training program. Methods and tools for defining a training need within an organization and creating a complete training process. Role of training in the career path of the individual within the organization.

GRH3300E

Managing Health and Safety at Work

Objectifs : Make the student aware of the body of legislation regarding health and safety in the workplace, and its evolution. Develop the student's critical awareness with regard to risk factors, as well as with regard to the socioeconomic problems of injuries and accidents in the workplace. Familiarize the student with the management of health and safety in the workplace (programs, structure, and organization). Familiarize the student with the primary concepts and practices of injury prevention, indemnification, and rehabilitation.

Contenu : History of the laws regarding health and safety in the workplace. Government and legislation. Hygiene in the working environment. Injury prevention programs in the workplace. Economic aspects of health and safety in the workplace. Primary decision-making bodies and other involved authorities. Specialists in injury prevention (ergonomist, industrial psychologist, toxicologist, industrial hygienist). Workplace Hazardous Materials Information System (WHMIS). Workplace health and safety regulations. Workplace health and safety management system. Contributions and imputation. Various rehabilitation measures.

GRH3400E

Organizational Change Applied to Human Resources Management

Objectifs : Develop the ability to effectively intervene and manage change in organizations as a human resources professional. Become familiar with theories and models of change management to be able to make a diagnosis for change to develop tailored strategies, select consistent human resources management systems, implement integrated approaches, and understand the roles and reactions of different stakeholders.

Contenu : Typology of approaches and models for organizational change. Diagnosing an organizational change. The process of supporting change. Time and power as foundations. Stakeholders in the change process. Concerns about and resistance to change. Factors for success, evaluation of, and tracking change. Roles of the human resources professional in change management. Impacts of change on the practice of human resources management.

JUR2100E

Labour Law

Objectifs : Allow students to become familiar with labour law.

Contenu : Rights and laws applicable to companies under Canadian and Quebec jurisdiction. Canadian Charter of Rights and Freedoms. Charter of Human Rights and Freedoms. Civil Code of Québec: individual employment contracts, type, duration, obligations of the parties, remedies based on the employment contract. Dependent and independent contractors. Act Respecting Labour Standards. Act Respecting Occupational Health and Safety. Act Respecting Industrial Accidents and Occupational Diseases. Labour codes.

SCO1000E

Basic Accounting

Objectifs : Know about fundamental accounting postulates, principles, and processes. Prepare financial statements for sole proprietorships. Become aware of the accounting system's role within the organizational management process.

Contenu : The accounting profession. Definition of accounting and the fundamental concepts of financial statements. Accounting equation. Classification of income statement and balance sheet items. Legal forms of business. Accounting of commercial and service business operations, including consumption taxes. Accounts adjustment. Spreadsheets. Subsidiary journals. Payroll accounting. Cash accounting. Bank reconciliation and petty cash. Understanding and using cash flow statements.

SOC2311E

Aboriginal Social Environment

Objectifs : Introduce the student to the analysis of social, environmental, cultural and organizational factors that characterize Aboriginal populations in Canada and Quebec, as well as their relationship to society as a whole. Distinguish between the major research theories and strategies that enable a sociological analysis of Aboriginal individuals, groups, communities and nations. Compare the research theories and strategies being discussed with contemporary social situations or phenomena. Learn about restorative justice (philosophy and rules of Aboriginal traditional justice); understand its impacts and be able to compare them with the impacts of the application of non-Aboriginal justice. Identify formal and informal authorities in the Aboriginal communities in Abitibi-Témiscamingue and Northern Quebec.

Contenu : The major cultural groups in Canada. Demographic and socioeconomic characteristics of Aboriginal people within the social groups in Canada and Quebec; analysis of Aboriginal social and political institutions, of contemporary social dynamics, of their beliefs, values, and of their relationship to society as a whole. Sociology of minorities and ethnocultural relationships in the context of traditional societies, modernity and post-modernity. The various research strategies demonstrating the different Aboriginal realities concerning education, health and employment as well as their origins via documentary and content analysis, observation, conversation, site studies, statistical and comparative analysis.