

Module	Human Resource Management
Course code	BAIHH-HRM
Credits	5
Allocation of marks	50% Continuous Assessment
	50% Final Examination

Intended Module Learning Outcomes

On successful completion of this module, the learner will be able to:

1. Examine the role of HRM within hospitality organisations and the main issues involved in people management in the services sector.
2. Illustrate a working knowledge of human resource management theory and practices within a business environment context
3. Assess the impact of reward in managing performance
4. Report on the qualities required to ensure good teamwork through effective supervision
5. Demonstrate an understanding of the stages of human resource development
6. Discuss the implications of employment laws in the hospitality industry
7. Display an understanding of the role of line managers/supervisors in building effective teams

Module Objectives

This module builds on the 'Organisational Behaviour' module studied earlier in the programme and aims to provide learners with an in-depth understanding of managing human resource within the hospitality industry.

Factors such as recruitment and selection, training, employee deployment and development, performance, and motivation are examined in detail.

In addition, the module is designed to provide learners with a clear knowledge of the laws relating to employment, benefits, work practices, and health and safety issues within hospitality organisations.

Module Curriculum

Introduction to Human Resource Management

- Personnel Management v Human Resource Management

Developing the Human Resource:

- Performance Management
- Appraisal & Feedback
- Staff productivity
- Staff Training and Service Quality
- Employees as Competitive Resource
- Management Development
- Staff Motivation

Reward and Remuneration

- Payment and reward Systems
- Employee benefits
- Job Evaluation
- Incentives
- Absenteeism & sick Pay
- Exit Interviews

The Employment Relationship

- Labour turnover
- Employee Relations
- Labour unions
- Collective Bargaining
- Employment Law
- Labour costs

International Performance Management

- Challenges to monitoring international employees
- Appraisal and feedback
- Contextual Issues

Contemporary Issues in HRM

- Organising HR
- Managing People
- Managing global employees
- Employer Branding
- Corporate Social Responsibility
- Business Ethics