Audit & Governance · AG419

Human Capital Operations Excellence

Duration	Category	Ref
1 Week	**Audit & Governance**	**AG419**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

Human Capital Operations Excellence is designed to equip HR and Human Capital professionals with the knowledge and practical skills required to manage and optimise day-to-day HR operations effectively. The course focuses on enhancing operational efficiency, improving employee services, ensuring compliance with organisational policies, and leveraging best practices to support workforce performance and organisational success.

Course Objectives

By the end of this course, participants will be able to:

- Understand the core functions of Human Capital Operations.
- Improve the efficiency and effectiveness of HR operational processes.
- Manage employee lifecycle activities from onboarding to separation.
- Apply HR policies, procedures, and compliance requirements effectively.
- Enhance employee service delivery and stakeholder satisfaction.
- Utilise HR data and reporting to support decision-making.
- Identify opportunities for process improvement and operational excellence.
- Implement best practices in workforce administration and support services.

Target Audience

- Human Capital Officers
- HR Officers and Coordinators
- Human Resources Specialists
- Human Capital Administrators
- HR Operations Personnel
- Employee Relations Officers
- Workforce Planning Staff
- Administrative Professionals involved in HR functions
- Supervisors and Team Leaders responsible for HR operations

Course Outline

Day 1

Foundations of Human Capital Operations

- Introduction to Human Capital Management
- Roles and Responsibilities of HC Operations
- HR Service Delivery Models
- Employee Lifecycle Overview
- Key Performance Indicators in HC Operations

Day 2

Workforce Administration and Employee Services

- Recruitment and Onboarding Support
- Employee Records and Documentation Management
- Attendance, Leave, and Time Management
- Employee Benefits Administration
- Enhancing Employee Experience and Service Quality

Day 3

Policies, Compliance, and Governance

- HR Policies and Procedures
- Labour Law and Regulatory Compliance
- Managing Confidential Employee Information
- Ethics and Professional Standards in HR
- Risk Management in HC Operations

Day 4

HR Systems and Operational Efficiency

- Human Capital Information Systems (HCIS)
- HR Data Management and Reporting
- Process Mapping and Workflow Improvement
- Digital Transformation in HR Operations
- Automation and Technology Best Practices

Day 5

Operational Excellence and Continuous Improvement

- Performance Measurement in HC Operations
- Problem-Solving and Decision-Making Techniques
- Continuous Improvement Strategies
- Managing Change within HR Operations
- Developing an HC Operations Excellence Action Plan

Ask us for a date for this course

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