PR & Media · PR459

Human Capital Operations and HR Administration

Duration	Category	Ref
1 Week	**PR & Media**	**PR459**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

This five-day course provides a practical overview of human capital operations and modern HR administration. It focuses on the systems, processes, policies, and practices required to manage employees effectively throughout the employee lifecycle while supporting organisational goals and compliance.

Objectives

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

- Understand the key functions of human capital operations and HR administration.
- Manage core HR processes across the employee lifecycle.
- Improve HR policies, procedures, and administrative workflows.
- Apply effective approaches to employee records and HR documentation.
- Strengthen workforce coordination, reporting, and HR service delivery.
- Support compliance, employee engagement, and organisational effectiveness.

Target Audience

- HR Managers and HR Professionals
- Human Resources Officers and Administrators
- Personnel and Workforce Officers
- HR Business Partners
- Talent and People Operations Professionals
- Line Managers involved in HR activities
- Professionals seeking to strengthen their HR administration skills

Course Outline

Day 1

Human Capital Operations Fundamentals

- Role and scope of human capital operations

- Strategic vs. administrative HR functions
- HR operating models and service delivery
- Employee lifecycle management
- HR policies, procedures, and governance

Day 2

HR Administration and Employee Records

- HR documentation and personnel files
- Employee data and records management
- Attendance, leave, and workforce administration
- HR information systems and digital HR administration
- Confidentiality and data protection

Day 3

Recruitment, Onboarding and Employee Lifecycle

- Recruitment and selection administration
- Effective onboarding processes
- Probation and employee confirmation
- Transfers, promotions, and internal mobility
- Offboarding and exit management

Day 4

Performance, Employee Relations and Workforce Support

- Performance management administration
- Employee relations and workplace communication
- Managing employee grievances and disciplinary processes
- Workforce planning and HR coordination
- Supporting employee engagement and retention

Day 5

HR Compliance, Reporting and Operational Excellence

- HR compliance and employment policies
- HR metrics, dashboards, and reporting
- HR audits and process improvement
- Managing HR risks and operational challenges
- Building an efficient and employee-focused HR operation

Ask us for a date for this course

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