Online Certificate, Diploma & M.Sc./PG Diploma in Managing Risk & System Change

Part Time: 1-2 Years

Prof. Siobhán Corrigan, Prof. Nicholas McDonald, Mr. Rory Carrick
Overview of Online M.Sc./PG Diploma in Managing Risk & System Change
Date 29/05/2019
Centre for Innovative Human Systems (CIHS)

School of Psychology, Trinity College Dublin

- Welcome & Introduction
- CIHS & Where The Programme Sits Within It
- Who The Programme Is For?
- Programme Aims
- Programme Overview Year 1
- Assessments
- Programme Overview Year 2
- Entry Routes, Requirements & Tuition Costs
- How To Apply
- Questions
Welcome & Introduction

The course support structure is as follows:

**Professor Siobhán Corrigan**
Course Director

**Professor Nicholas McDonald**
Academic Programme Development

**Mr. Rory Carrick**
Course Administrator
Centre for Innovative Human Systems (CIHS)

The CIHS has a core focus on the human role in critical complex operational systems

Broad Research Focus on Diverse Domains

• Transport
  ➢ Aviation, Marine, Road, Rail

• Manufacturing and process industry
  ➢ Pharma, chemical and resources

• Services
  ➢ Health, Emergency, Security

The Masters programme has brought new domains of application
  ➢ Financial services, software development

Lifecycle Approach to Socio-technical Systems

➢ Design for operational effectiveness
➢ Rich understanding of operational processes
➢ Safety management
➢ CONOPS for security
➢ Improvement and change
➢ Leadership and competence development
➢ Tools and methods for management, reporting, analysis, design evaluation
Where The Programme Sits Within CIHS

Virtuous Cycle of Innovation

Research & Development

Implement New Capabilities

Advanced Learning Masters Program
Who The Programme Is For?

The transfer of competence can transform practice, create new opportunities and generate new sources of value

The programme is designed to benefit those who have responsibility for

- Risk management
- Safety
- Improvement
- Change
- Evaluation and audit
- System design

Programme ethos and guiding principles:

- Turning relevant theory into effective practice
- Evidence base in research
  - Valid research on people in organisations operating technologies in complex operating systems
- Apply principles and methods to your organisation
  - Protect integrity and confidentiality
- Learn to conduct research of strategic value
  - Action oriented, embedded, systemic
- Collaboration and mutual learning
  - Learn from each other’s experience
Where do our students come from?

Industries and backgrounds such as, engineering, aviation, pharmaceutical, financial services, transport, emergency services, IT, casino and gambling, defence forces and healthcare.

Countries: Ireland UK, Germany, Spain, Malta, Italy, Poland, Switzerland, Canada, Australia, USA
Programme Aims – Innovation Community

Trinity College Dublin as a source of serious innovation in a global connected knowledge-intensive world.

Research
Collaboration
Networks with Industry & Services

Collaborative Community for Implementation & Innovation

Learning community of staff, students and alumni
Programme Overview 2 Year M.Sc.

- Interactive Online Learning Environment (asynchronous & synchronous elements) using BlackBoard & BlackBoard Collaborate.

- 2 year. Part-Time
  - Year 1 – Taught Programme (7 core modules September-June)
  - Year 2 – Research Dissertation (research based on key strategic and operational issues; to create a research-practitioner capability in managing risk & system change).

- Assessment Overview - organisational dossiers, group work/reports, reflective reports, applied statistical & research exercises.

# Programme Overview Year 1

**School of Psychology, Trinity College Dublin**

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<tr>
<th>Module Title</th>
<th>Module Overview</th>
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<tbody>
<tr>
<td><strong>M1 The Role of People &amp; Processes in Organisations (10 ECTS)</strong></td>
<td>How people work together with technologies using knowledge and information in functional social systems?</td>
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<td><strong>M2 Stability &amp; Change (10 ECTS)</strong></td>
<td>What makes organisations stable, why change is difficult and how to improve the effectiveness of change?</td>
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<td><strong>M3 Managing Performance &amp; Risk (10 ECTS)</strong></td>
<td>Factors that affect human performance and the application of concepts of hazard and risk to complex operational systems</td>
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<td><strong>M4 Socio-Technical System Design (10 ECTS)</strong></td>
<td>The role of human factors in the design cycle in ensuring usable and operationally effective technologies</td>
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<td><strong>M5 Leading Change (5 ECTS)</strong></td>
<td>Building a practical understanding of one’s own professional role and the competencies of effective leadership</td>
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<td><strong>M6 Strategic Human Resource Development (5 ECTS)</strong></td>
<td>Developing the role of people in supporting effective operations and capability to change</td>
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<td><strong>M7 Statistics &amp; Action Research Methods (10 ECTS)</strong></td>
<td>Design principles and methodologies for research and evaluation in practical operational situations</td>
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## Assessment Overview

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Programme Overview Year 2

- Research dissertation which will qualify students for the Masters Award.
- Submitted at the end of August in 2nd year.
- Scheduled classes continue throughout year 2 to ensure students remain focussed, are continually supported and meet dissertation milestones.

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<th>Year Two</th>
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<tr>
<td><strong>Semester 1 – Michaelmas Term</strong></td>
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<tr>
<td>Submit Research Proposal</td>
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<td>Ethics Application Process</td>
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<td>Complete Literature Review</td>
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Continuous Guidance/Support From Dedicated Supervisor(s)
# Examples of Current Research

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<th>Sector</th>
<th>Research Dissertation Topic</th>
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| **Health**                 | ➢ Planning for the Future: Competencies & Skills for Improved Service Delivery for Autistic Services  
➢ Collaborative Leadership in Public & Private Healthcare: a new era in Healthcare Provision  
➢ Socio-Technical Analysis in understanding change in Healthcare: Application of the RFID-enabled technology to the transport of precious laboratory samples  
➢ The Implementation of an early warning score. What is Required?                                                                                           |
| **Financial**              | ➢ Risk Management for SME’s – Diktat, Measured Response or Hopeful Reaction?  
➢ Leadership in a Changing Digital Era  
➢ Managing Risk in Enterprise Change (Cyber Risk & Board Understanding)  
➢ An investigation of the organisational and operational risks and behaviours associated with the implementation of Robotics Process Automation.                                  |
| **Emergency Services**     | ➢ Learning & Training Framework in DFB: Past, Present & Future  
➢ The implementation of an accredited Safety Management System: A case study  
➢ The perception of risk amongst volunteer emergency personnel: a case study of the Irish Coast Guard                                                                                           |
| **Aviation/Telecommunications** | ➢ Continuous Improvement in Organisational Safety Risk Management in a Learning Organisation  
➢ Application of big data concept through a predictive approach in an ultra-safe socio-technical system  
➢ Methodology for assessing the efficacy of a Regulator  
➢ An exploration of implementing effective change in a Telecommunications division of an electrical utility                                                                 |

Trinity College Dublin, The University of Dublin
What a module looks like
What a “session” looks like

Online tutorial
Online Delivery Format

➢ Each session within this course will follow a similar format of mixing asynchronous and synchronous content

➢ Asynchronous content

Content that the student can complete at their own pace at a time chosen by them within the session week. A range of asynchronous content presentation mechanisms are available - pre-recorded lectures/PowerPoint presentations, activities based around library readings, the use of web resources such as videos/animations/quizzes and tools such as Blackboard Learn’s discussion forums, blogs and wikis.

➢ Synchronous content

Real-time interactions between online lecturer and student. The student will have the week to complete the activities presented in the asynchronous content, before attending the synchronous element, where any queries can be raised, clarified and discussed in much more depth.

I typically work evenings and weekends, so I need to be able to log on to Blackboard when it suits me. This course affords me the required flexibility to attain this qualification.

— Online Managing Risk and System Change Student
Entry Requirements

Applicants will normally be required to hold an Honours degree (II.1) or equivalent and have at least 3 to 4 years appropriate professional experience.

• Applicants will also have to be in (or have access) to an employment setting that facilitates the applicant to be able to satisfy the applied research aspect of the course.

• In exceptional circumstances, the course shall make appropriate recommendations to for candidates who do not fully meet the above criteria but make a reasonable case for admissions otherwise e.g. based on work experience.

• Students whose first language is not English will need a recognised English language qualification in line with college policy.

• Students may be assigned and asked to submit a piece of academic writing and / or be asked to an interview. (via skype/phone or in person if suitable)
How to Apply

Online applications (€55) open for September 2019 intake. Places on the course are limited and applications are reviewed on an ongoing basis. We encourage early application as offers will be made to suitably qualified applicants as they are assessed.

• Apply: https://www.tcd.ie/courses/

Documents Required:

• 2 Reference Letters (academic or professional)
• Curriculum Vitae
• Copies of transcripts where applicable
• Deadline for applications: 31st July 2019

Tuition Fees*:

M.Sc.: 2019/2020 - EU €7,488 & Non EU €9,651  (May be eligible for 20% Tax Relief)


Diploma: 2019/2020 – EU €7,488 & Non EU €9,651

*excludes USI, Sport and Commencement (1 year only) charges which are €225.50 annually.
Resources and Support

• Application Process
• Registration Process
• Library Access – E-books – Off Campus Access
• Full access to Trinity College Dublin Campus
• Dedicated Support from Course Administrator for the duration of your study
Our Graduates & What They Have to Say.....

➢ “....the flexibility and ongoing support from the lecturing staff was second to none....”

➢ “I am happy to report that I am applying the concepts and methods directly into my place of work...”

➢ “I was able to embed my research dissertation into an actual project in work... and convince my management of a new way at looking at an old problem.....with a scientific lens”

➢ “I have been looking for a course just like this for some time – this is exactly what our industry needs”
Contact Details

Mr. Rory Carrick

Phone: 01 896 4818

Email: managingrisk@tcd.ie
Questions?
&
We will email a copy of these slides to you afterwards.