

Course : Graduate Diploma in Service Leadership

No.	Module	Name of Lecturer	Qualification	Conferring Institution	Teaching Basis (Full Time or Part-Time)
1	Business Strategy and Planning	Robert Johnston	Doctor of Philosophy in Industrial and Business Studies	University of Warwick	Part-Time
		Andrew Hardwick	Master in Business Administration	University of Bradford	Part-Time
		Amanda Graham	Masters in Management Development	Bristol University	Part-Time
		Mark Procter	Master of Business Administration	University of Warwick	Part-Time
		Stuart Chambers	Master	University of Warwick	Part-Time
2	Customer Service	Robert Johnston	Doctor of Philosophy in Industrial and Business Studies	University of Warwick	Part-Time
3	Managing Change	Amanda Graham	Masters in Management Development	Bristol University	Part-Time
4	Personal Development, Effectiveness and Leadership	Andrew Hardwick	Master in Business Administration	University of Bradford	Part-Time
		Mark Procter	Master of Business Administration	University of Warwick	Part-Time
5	Service Excellence	Robert Johnston	Doctor of Philosophy in Industrial and Business Studies	University of Warwick	Part-Time
6	Service Marketing	Andrew Hardwick	Master in Business Administration	University of Bradford	Part-Time
7	Service Operations Management	Andrew Hardwick	Master in Business Administration	University of Bradford	Part-Time
8	Service Performance through People	Andrew Hardwick	Master in Business Administration	University of Bradford	Part-Time