MODULE 03

HR Operations & Employee Lifecycle Management

CERTIFIED HR GENERALIST & OPERATIONS PROGRAM

DURATION Week 4-5	FORMAT 6 Applied Sessions



From accurate employee records to a smooth exit - master the operations that keep HR running.

03 Module Overview

START HERE

The operational backbone of HR

Learn how HR manages day-to-day employee operations, maintains records, implements policies, and supports every stage of the employee lifecycle.

MODULE OBJECTIVE

Build practical confidence in the systems, documentation, policies, and workflows used by HR Operations teams in real organizations.

AT A GLANCE

- Weeks 4-5
- 6 applied sessions
- 4 practical assignments
- Role-focused evaluation

By the end of this module, you will be able to:

01 **Manage employee records and HR operations confidently**

02 **Understand attendance and leave management systems**

03 **Handle the employee lifecycle from joining to working to exit**

04 **Interpret and apply HR policies**

05 **Perform foundational HR operational tasks in a real job**

Six-session learning journey

01 **HR Operations**
Daily activities and business continuity

02 **Employee Records**
Accurate, secure employee data

03 **Attendance & Leave**
Time, absence, balance, and payroll inputs

04 **Policies & Engagement**
Fair rules and a better employee experience

05 **Employee Exit**
Notice, handover, interview, and settlement

06 **Real Workflow**
A complete HR Operations day

01 Session 1 | Introduction to HR Operations

FOUNDATIONS

What keeps the employee experience running?

HR Operations covers the daily administrative and operational work that allows employees and the business to function smoothly.

WHAT ARE HR OPERATIONS?

These are the structured processes that run in the background - often unnoticed when they work well, but critical for continuity, trust, and accuracy.

CORE RESPONSIBILITIES

- Maintaining employee records
- Managing attendance and leave
- Handling employee documentation
- Responding to employee queries
- Supporting payroll processing
- Implementing company policies

WHY IT MATTERS

- Creates a smooth employee experience
- Supports accurate salary processing
- Maintains structured employee data
- Supports legal compliance
- Enables reliable management decisions

WORKPLACE EXAMPLE If attendance is not tracked properly, salary errors can follow - leading directly to employee dissatisfaction.

HR Operations vs. Strategic HR

HR OPERATIONS	STRATEGIC HR
Day-to-day tasks	Long-term planning
Administration focused	Business focused
Execution role	Decision-making role

PRACTICAL ACTIVITY

- List five daily tasks performed by an HR Executive.
- Discuss how operational errors can affect business performance.

02

Session 2 | Employee Records & Data Management

DATA DISCIPLINE

Accurate records. Secure information. Confident decisions.

Employee record management means maintaining employee-related information in an organized, accessible, and secure manner.

THE HR DATA PRINCIPLE

Every employee record should be complete, current, easy to retrieve by authorized users, and protected from unnecessary access.

1. PERSONAL INFORMATION

- Name and date of birth
- Contact details
- Address and emergency contact

2. EMPLOYMENT DETAILS

- Role and department
- Date of joining
- Reporting manager

3. COMPENSATION DETAILS

- Salary structure
- Bank details

4. PERFORMANCE RECORDS

- Performance reviews
- Promotions

WHY PROPER RECORDS MATTER

- Keep HR operations running smoothly
- Enable payroll processing
- Support audits
- Improve employee tracking

DATA CONFIDENTIALITY

HR handles salary data, personal details, and identity documents. This information must remain secure and should be shared only with authorized people.

PRACTICAL ACTIVITY

- Create a sample employee database in Excel.
- Review a sample record and identify missing employee information.

03 Session 3 | Attendance & Leave Management

WORKFORCE AVAILABILITY

Turn time and absence data into reliable payroll inputs

Attendance management tracks employee working hours, presence, and absence. Leave management applies consistent rules while maintaining workforce availability.

WHY ACCURACY IS ESSENTIAL

Attendance and leave data directly affect salary, workforce planning, fairness, and employee trust. Small errors can create avoidable payroll and engagement issues.

ATTENDANCE SYSTEMS

- Manual register
- Biometric system
- HRMS software

COMMON LEAVE TYPES

- Casual Leave (CL)
- Sick Leave (SL)
- Earned Leave (EL)
- Loss of Pay (LOP)

WHY LEAVE MANAGEMENT MATTERS

- Impacts salary processing
- Ensures workforce availability
- Maintains fairness among employees

HR RESPONSIBILITIES

- Track daily attendance
- Approve or reject leave requests
- Maintain leave balances
- Share accurate inputs with payroll

A simple attendance-to-payroll control flow

1	2	3	4	5
Capture	Validate	Approve	Update	Share

CONTROL CHECK A leave request becomes an operational input only after the applicable policy, approval, and leave balance have been checked.

PRACTICAL ACTIVITY

- Calculate the leave balance for a sample employee.
- Identify attendance errors in a workplace scenario.

04 Session 4 | HR Policies & Employee Engagement

CONSISTENCY AND CULTURE

Use clear policies to create fairness - and engagement to create connection

HR policies define the rules employees must follow. Employee engagement strengthens satisfaction, motivation, and retention.

WHAT ARE HR POLICIES?

Policies are written rules and guidelines that translate organizational expectations into consistent employee practices and decisions.

COMMON HR POLICIES

- Leave policy
- Attendance policy
- Code of conduct
- Work-from-home policy

WHY POLICIES MATTER

- Ensure discipline
- Maintain fairness
- Reduce conflicts
- Protect the company legally

Employee engagement

THE PURPOSE

Engagement activities are designed to improve employee satisfaction, motivation, and retention.

PRACTICAL EXAMPLES

- Team activities
- Recognition programs
- Feedback sessions

BALANCED HR PRACTICE Policies create clarity about what is expected; engagement activities help employees feel seen, heard, and connected.

PRACTICAL ACTIVITY

- Draft a simple leave policy.
- Suggest three practical employee engagement ideas.

05

Session 5 | Exit Process & Full and Final Settlement

LIFECYCLE COMPLETION

Manage employee exits with clarity, control, and respect

The employee exit process is the structured workflow followed when an employee leaves an organization.

WHY EXITS DESERVE THE SAME DISCIPLINE AS JOINING

A well-managed exit protects continuity, supports an accurate settlement, preserves the employee relationship, and gives the organization useful feedback.

The employee exit sequence

1	2	3	4	5
Resignation	Notice period	Knowledge transfer	Exit interview	Full and final settlement

FULL AND FINAL SETTLEMENT

The final payment made to an employee when employment ends.

- Salary due
- Leave encashment
- Applicable deductions

WHY THE EXIT PROCESS MATTERS

- Ensures a smooth transition
- Maintains the company reputation
- Captures feedback for improvement

HR CONTROL POINTS

- Confirm the last working day
- Track notice-period completion
- Coordinate handover and clearances
- Close records accurately

EMPLOYEE EXPERIENCE

Clear communication, timely documentation, and a transparent settlement help the employee leave with confidence and dignity.

PRACTICAL ACTIVITY

- Create an employee exit process flow.
- Identify the key steps HR must follow before closing the record.

06 Session 6 | Real HR Operations Workflow

BRING IT TOGETHER

Experience a complete day in HR Operations

This session connects the individual processes into a realistic daily workflow and reinforces how HR supports every stage of the employee lifecycle.

A TYPICAL HR DAY

- Check attendance inputs
- Respond to employee queries
- Update employee records
- Coordinate with payroll
- Manage onboarding and exit actions

KEY OPERATIONS SKILLS

- Attention to detail
- Communication skills
- Organization and planning
- Problem-solving

Employee lifecycle recap

1	2	3	4
Hiring	Onboarding	Working phase	Exit

HR SUPPORTS EVERY STAGE

The employee lifecycle is not a set of disconnected events. Records, policies, communication, approvals, and timely coordination link the stages together.

Suggested simulation sequence

MORNING CONTROLS

- Review attendance exceptions
- Prioritize employee queries

DAY-END CLOSURE

- Update records and trackers
- Close payroll or lifecycle follow-ups

PRACTICAL ACTIVITY

- Simulate a full HR Operations day.
- Solve a real-life HR Operations scenario.

A Practical Assignments & Evaluation

APPLY WHAT YOU LEARN

Build a starter HR Operations portfolio

The module assignments are designed to convert concepts into tangible work samples you can discuss in interviews and use in entry-level HR roles.

01	**Employee Database** Create a structured Excel database containing essential employee fields.
02	**Attendance Tracker** Design a tracker that captures attendance, absence, and exceptions.
03	**HR Policy Draft** Write one simple HR policy with clear rules and applicability.
04	**Exit Process Flow** Map the employee exit sequence from resignation to settlement.

Evaluation criteria

CRITERION	WHAT GOOD PERFORMANCE LOOKS LIKE
Understanding of HR Operations	Can explain the purpose and sequence of core processes.
Accuracy in Assignments	Produces complete, consistent, and usable work.
Practical Application	Applies concepts appropriately to workplace scenarios.
Participation in Activities	Contributes to exercises, discussions, and simulations.

0 Module Summary & Outcome

YOUR TAKEAWAY

Ready to contribute to day-to-day HR Operations

By completing Module 3, you move from knowing what HR does to understanding how its essential employee processes are actually executed.

01 OPERATIONS

Understand the real processes that form the backbone of HR.

02 RECORDS

Maintain employee information confidently and securely.

03 TIME & POLICY

Handle attendance, leave, and policy-based decisions with greater clarity.

04 ROLE READINESS

Approach entry-level HR Operations responsibilities with a practical mindset.

Quick summary

- HR Operations is the backbone of the HR function.
- Employee data must be accurate and secure.
- Attendance and leave inputs directly affect payroll.
- Policies guide employee behavior and consistent decisions.
- The exit process is as important as hiring and onboarding.

MODULE OUTCOME

Understand real HR Operations processes, manage employee records, handle attendance, leave, and policies, and prepare for HR Operations roles in companies.

LEARN. INTERVIEW. GET HIRED.

Placement-linked career learning with practical, job-focused outcomes.