BLACKBIRD FOR TRAINING

Advanced Postgraduate Administration: AI, Exams & Conflict Resolution

30 November – 4 December 2026
Kuala Lumpur (Malaysia)

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Advanced Postgraduate Administration: AI, Exams & Conflict Resolution

Ref: 3254969_327567 **Date:** 30 November – 4 December 2026 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4900 GBP

Introduction

As higher education undergoes a sweeping digital transformation, postgraduate institutions must evolve their administrative frameworks to remain relevant and competitive. This specialized training program is designed to equip executives, team leaders, and professionals—particularly across the MENA region—with the expertise needed to lead this evolution. The focus is on intelligent administration using artificial intelligence, as well as effective strategies for managing doctoral examinations and navigating institutional conflict.

The program is tailored for professionals from diverse sectors, including oil and gas, finance, telecommunications, government, and human resources, who are seeking to improve operational efficiency and institutional governance. Through a combination of strategic frameworks and practical tools, this course enables participants to enhance data-driven decision-making, modernize administrative systems, and elevate the overall quality of postgraduate education management.

Course Objectives

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

- Acquire advanced administrative competencies tailored to postgraduate environments.
- Analyze and apply artificial intelligence tools to streamline academic operations.
- Plan and execute effective external doctoral examinations in both digital and physical formats.
- Manage and resolve supervisory conflicts through structured institutional processes.

Course Outlines

Day 1: Foundations of Postgraduate School Administration

- Governance structures and institutional frameworks
- Roles and responsibilities within the administrative hierarchy
- Strategic planning and quality assurance mechanisms
- Regulatory standards and accreditation processes
- Trends shaping postgraduate education globally



Day 2: Artificial Intelligence in Postgraduate Administration

- Overview of AI applications in higher education
- AI tools for admissions, scheduling, and student records
- AI-based solutions for thesis topic alignment and tracking academic progress
- Ethical and legal considerations in AI implementation
- Global case studies: successful AI integration in postgraduate schools

Day 3: Administration of External Doctoral Examinations

- Policies and procedures for engaging external examiners
- Managing online and in-person thesis defenses
- Standardized evaluation protocols and feedback mechanisms
- Platforms for secure and confidential exam hosting
- Best practices for maintaining academic integrity

Day 4: Conflict Management in Academic Supervision

- Identifying root causes of supervisor-supervisee conflict
- Communication styles and setting professional boundaries
- Institutional mediation frameworks and support structures
- The administrator's role in conflict de-escalation
- Practical simulation: resolving a real-world supervision dispute

Day 5: Integration and Strategic Action Planning

- Translating insights into day-to-day administration
- Designing an innovation roadmap for postgraduate programs
- Creating an AI integration plan for enhanced efficiency
- Team presentations and scenario-based problem-solving

Why Attend this Course: Wins & Losses!

- Gain proficiency in AI-enhanced administration — or risk lagging behind with legacy systems.
- Master external exam management — or face recurring breakdowns in academic quality control.
- Develop tailored conflict resolution skills — or remain ill-equipped for internal disputes.
- Adopt international best practices — or miss insights that could elevate governance standards.
- Build a strategy for innovation and data-centric decisions — or operate without clear direction.

Conclusion

This training is more than just a learning experience—it's a transformative opportunity to modernize how postgraduate institutions operate. Participants will leave with actionable strategies, practical digital tools, and a clear roadmap for sustainable improvement.



Whether your goal is to streamline academic workflows, strengthen conflict resolution practices, or harness AI for smarter administration, this program delivers the foundation for lasting, high-impact change.

