

## About the iam Advanced Diploma in Administrative Management

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This qualification is for individuals who want to use best practice tools and techniques to manage organisations. It enables individuals to work at a senior level, making and implementing strategic decisions.

The Advanced Diploma in Administrative Management is accredited as a Level 5 qualification by the Regulatory Authorities in England, Wales and Northern Ireland.

### You will learn how to:

- Use business models to design and implement effective systems
- Understand and apply strategic decision making skills
- Apply best practice in Human Resource Management
- Use financial and project management tools
- Manage finances and other resources

### Benefits to you:

- Operate comfortably and effectively at senior levels
- Use your knowledge and experience creatively to deliver organisational improvements
- Prove your ability to operate as a senior manager

### Entry Criteria

The Advanced Diploma is open to anyone who has relevant Diploma level qualifications from the **iam** or other bodies. The Diploma can normally be completed in 1 to 2 years, depending on the time individuals have available. The Advanced Diploma in Administrative Management is made up of 5 units, the detailed content of which is shown on the following page:

## IAM Advanced Diploma in Administrative Management

Unit One: Administrative Systems in the Organisation	Unit Two: Strategic Issues in Administration	Unit Three: Administrative Management of Resources	Unit Four: Human Resource Management and Practice	Unit Five: Administrative Management Case Study or Work Project Report
<p><b>Content:</b></p> <p><b>Problem Solving and Analysis</b></p> <ul style="list-style-type: none"> <li>Basic concepts, approaches and processes</li> <li>Nature and levels of problems</li> <li>Application of hard systems and soft systems analysis to problem solving</li> </ul> <p><b>Designing Effective Systems</b></p> <ul style="list-style-type: none"> <li>Philosophy and ethos of managing quality; theories of quality; total quality management; concept of customer focus</li> <li>Design, implementation and management of effective systems</li> <li>Quality improvement techniques; continuous improvement</li> </ul> <p><b>Performance Improvement and Monitoring</b></p> <ul style="list-style-type: none"> <li>Philosophy and Ethos of Managing Quality</li> <li>Models for performance improvement</li> <li>Improvement techniques</li> </ul> <p><b>Systems Approaches and Models</b></p> <ul style="list-style-type: none"> <li>Systemic Concepts</li> <li>Types of Systems</li> <li>Essential Properties of Models</li> </ul>	<p><b>Content:</b></p> <p><b>The Organisational Environment</b></p> <ul style="list-style-type: none"> <li>The Evolution of Management and Organisational Theory</li> <li>The Organisational Environment</li> <li>The Changing Environment</li> <li>Globalisation</li> <li>Organisational Values</li> <li>The Organisation's Life Cycle</li> </ul> <p><b>Introduction to Strategic Thinking</b></p> <ul style="list-style-type: none"> <li>The Strategic Perspective</li> <li>The Strategic Planning Process</li> <li>Choosing and Implementing Strategy</li> <li>Strategy in Practice</li> </ul> <p><b>The Customer-Focused Organisation</b></p> <ul style="list-style-type: none"> <li>What is Marketing?</li> <li>The Concept of Customer</li> <li>Customer Relationship Management (CRM)</li> <li>The Marketing Mix</li> <li>Marketing Planning</li> <li>ICTs in Marketing</li> </ul> <p><b>Managing Change and Culture</b></p> <ul style="list-style-type: none"> <li>Models of Organisational Change</li> <li>Resistance to Change</li> <li>The Role of the Change Agent</li> <li>Culture Change</li> </ul>	<p><b>Content:</b></p> <p><b>Managing projects</b></p> <ul style="list-style-type: none"> <li>Project Management</li> <li>Risk Management</li> <li>Events Management</li> <li>Time Management</li> </ul> <p><b>Managing financial resources</b></p> <ul style="list-style-type: none"> <li>Financial Management and Finance</li> <li>Analysis and Interpretation of Financial Statements</li> <li>Capital Investment Appraisal</li> </ul> <p><b>Managing expenditure</b></p> <ul style="list-style-type: none"> <li>Budget Statements and Variances</li> <li>Marginal Costing and Breakeven Analysis</li> <li>Inventory Management</li> </ul> <p><b>Managing facilities</b></p> <ul style="list-style-type: none"> <li>Activities and functions of facilities management</li> <li>Techniques and strategies for managing facilities</li> <li>Impact and application of regulations in the provision of facilities.</li> </ul>	<p><b>Content:</b></p> <p><b>HRM in Context and Practice</b></p> <ul style="list-style-type: none"> <li>Evolution of HRM</li> <li>Models of HRM</li> <li>Strategic HRM</li> <li>Human Resource Planning</li> <li>Recruitment and Selection</li> <li>Managing diversity and Equality of Opportunity</li> <li>Employee relations and employment relationships</li> <li>Organisational structures and change</li> </ul> <p><b>Leading and Motivating Teams</b></p> <ul style="list-style-type: none"> <li>Leadership</li> <li>Motivation theory</li> <li>Group dynamics</li> <li>The Manager as leader and motivator</li> </ul> <p><b>Learning and Development</b></p> <ul style="list-style-type: none"> <li>Learning and Development in context</li> <li>Role of Human Resource Development</li> <li>Continuing Professional Development</li> <li>The learning organisation and organisational learning and knowledge management</li> </ul> <p><b>Performance and Reward</b></p> <ul style="list-style-type: none"> <li>Performance Management</li> <li>Performance Measurement</li> <li>Reward in the Organisation</li> <li>Managing Performance</li> </ul>	<p><b>Content:</b></p> <p>The final unit offers students the opportunity to apply their new skills and learning to a "real life" work related situation. Two options are available – you can take a Case Study examination answering questions based on a realistic scenario which is provided for study in advance. Alternatively, you can undertake a project in the work place, submitting a "Work Project Report" for marking to complete the qualification. This option can be particularly attractive to employers as it enables students to examine a current issue at work. Whichever option is chosen, this unit enables students to put theory into practice and to demonstrate their understanding of the whole programme in a real way. Further guidance on the choice of option will be made available to all students.</p>
<p><b>On completion of this Unit students will be able to:</b></p> <ol style="list-style-type: none"> <li>1. Explain how hard and soft systems methodologies can be used to identify and distinguish types and levels of complex problems</li> <li>2. Demonstrate an understanding of how systems concepts and models can be applied to the analysis of administrative operations and control</li> <li>3. Critically evaluate how the process and tools of quality management can be used in the design, implementation and management of customer centred systems</li> <li>4. Critically assess how the objectives and techniques of organisational improvement can be used to improve the performance of operational processes</li> </ol>	<p><b>On completion of this Unit students will be able to:</b></p> <ol style="list-style-type: none"> <li>1. Evaluate the impact of a dynamic external environment on an organisation's processes and practices</li> <li>2. Discuss the relationship between 'strategic thinking' and administrative problems and decisions, and apply diagnostic tools appropriately in administrative contexts</li> <li>3. Analyse an organisation's strategic position, and plan improvements, in relation to markets and customers</li> <li>4. Examine a range of generic and organisational change drivers and develop a convincing argument for change in a given context</li> </ol>	<p><b>On completion of this Unit students will be able to:</b></p> <ol style="list-style-type: none"> <li>1. Critically appraise and employ the formal methods, tools and techniques used in project planning and control</li> <li>2. Apply various financial concepts and techniques</li> <li>3. Evaluate and utilise principles and systems of effective expenditure control</li> <li>4. Examine the activities, functions and legal implications of facilities management</li> </ol>	<p><b>On completion of this Unit students will be able to:</b></p> <ol style="list-style-type: none"> <li>1. Demonstrate an understanding of human resource management in the organisation, its relationship to other corporate functions and how it impacts on business objectives and bottom line</li> <li>2. Identify the importance of leadership and its theory and practise, how groups and teams are formed and developed and how leaders motivate individuals</li> <li>3. Demonstrate the need for learning and development in organisations, how it contributes to the achievement of individual and organisational objectives and the impact this has had on the twenty first century employee and organisation</li> <li>4. Demonstrate the importance of managing the performance of both individuals and the organisation, and how both performances can be measured</li> </ol>	<p><b>On completion of this Unit students will be able to:</b></p> <ol style="list-style-type: none"> <li>1. Apply analytical skill in recognising and specifying objectives and critically appraising information given, so as to arrive at a practical and reasonable evaluation of the problem</li> <li>2. Employ creativity, together with the ability to apply knowledge and experience, to develop a number of workable solutions, which need to meet economic, social and technical demands</li> <li>3. Use judgement to select the best solution in the circumstances and support this choice by local argument using the appropriate facts and figures.</li> <li>4. Demonstrate an understanding of the subject areas covered in the syllabus and in particular the interrelationships of those subject areas</li> <li>5. Communicate ideas in the most effective manner using diagrams and charts, as well as the written word</li> </ol>

There is an examination for each of the first four units and the option of a scenario-based test or a Work Project Report for the fifth.

## Assessment

Units 1 – 4 are assessed by a three hour unseen written paper comprising of a choice of 4 questions from 8, designed to assess the depth and breadth of candidates’ knowledge of the unit.

Unit 5 is assessed either by a three hour case study exam, or by a 3,000 – 4,000 word project report. In order to prove that the project report is the candidate’s own work, all candidates are required to complete the project report declaration form and submit it to the **iam**, together with the project report.

## Progression

Students can progress from this qualification to the Bachelor of Arts (Honours) Degree in Strategic Administrative Management



## Where to Study

All **iam** qualifications are designed to be studied in a flexible manner, to suit the needs of today's working student. Individuals may attend colleges and other institutions, or private sector training organisations, or study by a structured programme of tutor supported open learning. A list of tuition providers is available on the **iam** website.

The **iam** produces study guides for the Advanced Diploma to supplement tuition and provide a framework for independent study. The guides contain background information to each unit and activities that help students to reflect on the subject. The **iam** and Accredited Centres strongly recommended that students buy the guides in order to support their studies. More information on the guides is available on the **iam** website.

## Fees

Fees for the Advanced Diploma programme are as follows:

- Registration and certification      £100
- Units 1 – 4 examinations            £45
- Unit 5 Case Study/Project Report   £55

Registration is valid for 24 months and includes free Student membership.

Assessment fees are only charged as they become due as the student progresses at their own pace. Information about registration for examinations and assessment is available on the 'student information' section of the **iam** website.

The modes of study, courses and services offered by tuition providers vary between providers, as do the tuition fees charged. Students are therefore advised to contact the tuition provider of their choice for further information about tuition fees.

## Next Steps

If you are interested in the Advanced Diploma in Administrative Management, please complete and return the attached registration form. You should then enrol with a tuition provider of your choice.



**For UK Candidates ONLY.**

**Please complete the following questions for monitoring purposes only:**

**Q1: Date of Birth:**

/   /

**Q2: Gender:**

Male  
 Female

**Q3: Ethnicity:**

Asian or Asian British - Bangladeshi  
 Asian or Asian British - Indian  
 Asian or Asian British - Pakistani  
 Asian or Asian British – any other Asian background  
 Black or Black British - African  
 Black or Black British - Caribbean  
 Black or Black British – any other Black background  
 Chinese  
 Mixed – White and Asian  
 Mixed – White and Black African  
 Mixed – White and Black Caribbean  
 Mixed – any other Mixed background  
 White - British  
 White - Irish  
 White – any other White background  
 Any other  
 Not known/Not provided

**Q4: Learning Difficulties/Disabilities:**

I consider myself to have a learning difficulty and/or disability and/or health problem  
 I do not consider myself to have a learning difficulty and/or disability and/or health problem  
 No information provided

**If you consider you have a learning difficulty and/or disability and/or health problem, please answer Question 5 and/or Question 6:**

**Q5: Disability**

- Visual impairment
- Hearing impairment
- Disability affecting mobility
- Other physical disability
- Other medical condition (for example epilepsy, asthma, diabetes)
- Emotional/behavioural difficulties
- Mental ill health
- Temporary disability after illness (for example post-viral) or accident
- Profound complex disabilities
- Multiple disabilities
- Other
- No disability
- Not known/information not provided

**Q6: Learning Difficulty**

- Moderate learning difficulty
- Severe learning difficulty
- Dyslexia
- Dyscalculia
- Other specific learning difficulty
- Multiple learning difficulties
- Other
- No learning difficulty
- Not known/information not provided