

About the iam Certificate in Administrative Management

This qualification is for individuals who want to prepare for a career in management in business administration. It gives individuals the knowledge and understanding to become a professional in business administration.

The Certificate in Administrative Management is accredited as a Level 3 qualification by the Regulatory Authorities in England, Wales and Northern Ireland.

You will learn how to:

- Analyse organisations and organisational culture
- Apply different management and leadership techniques
- Manage information and communications
- Propose ways to improve the efficiency of your organisation
- Drive change of systems and processes

Benefits to you:

- Maximise your personal development and equip you for promotion
- Progress to roles supervising and training others
- Understand how to get the most out of teams

Entry Criteria

The Certificate is open to everyone, irrespective of qualifications, although some previous experience in business administration is usual. The Certificate requires 120 hours of study over as short or long a time as you wish, from 6 to 12 months.

Programme Content

The Certificate in Administrative Management is made up of three units, the detailed content of which is shown on the following page:

IAM Certificate in Administrative Management

The aim of the Certificate is to provide an in depth introduction to the field of Administrative Management and serve as a precursor to moving on to the IAM Diploma and beyond.

| Unit One: Inside Organisations | Unit Two: Working with People | Unit Three: Administrative Practice |
|---|--|--|
| <p>Content:</p> <ol style="list-style-type: none"> 1. Understanding your organisation: <ul style="list-style-type: none"> The purpose of organisations -the Mission Statement, long-term aims, short-term objectives -the growth of the organisation, specialisation (including administration) - forms of ownership, range of stakeholders, the role of profit The growing organisation <ul style="list-style-type: none"> -size and complexity, organisational structure Organisational culture <ul style="list-style-type: none"> -the concept of organisational culture, the nature of bureaucracy 2. Managing the organisation: <ul style="list-style-type: none"> What managers do <ul style="list-style-type: none"> -controlling and co-ordinating, planning and decision-making Management skills <ul style="list-style-type: none"> -delegating, mentoring, coaching Leadership <ul style="list-style-type: none"> -leadership styles, support roles -ethical and social responsibility 3. A systems view of the organisation: <ul style="list-style-type: none"> Basic systems concepts <ul style="list-style-type: none"> -the system as a whole, system components, boundaries -performance, efficiency and effectiveness The administrative system <ul style="list-style-type: none"> -inputs and outputs, processes, workflow <p>On completion of this Unit, students will be able to:</p> <ol style="list-style-type: none"> Describe an organisation in terms of its purpose, objectives, structure, culture and systems Explain the role of a manager, and the importance of effective support roles, in achieving the organisation's goals Understand the concept of workflow and of efficiency and effectiveness in relation to administrative performance | <p>Content:</p> <ol style="list-style-type: none"> Work, jobs and people: <ul style="list-style-type: none"> The purpose of jobs in relation to organisational aims and objectives -the nature of administrative work, the impact of technology Designing jobs <ul style="list-style-type: none"> -motivating employees, creating satisfying jobs The role of the supervisor <ul style="list-style-type: none"> -allocating tasks, monitoring performance, providing feedback Dealing with change: <ul style="list-style-type: none"> The causes of change and their impact on administrative processes -the concept of change drivers, both external and internal -office automation, linking the supply chain -interpersonal communication, management choice Responses to change <ul style="list-style-type: none"> -employee resistance to change -the stress of change Planning and implementing change <ul style="list-style-type: none"> -fundamentals of project management -preventing resistance, managing stress Working in teams: <ul style="list-style-type: none"> The importance of team working <ul style="list-style-type: none"> -co-operation and support, decision-making and problem-solving Building an effective team <ul style="list-style-type: none"> -the team-building process, team-working skills, team roles Teamwork in administration <ul style="list-style-type: none"> -team working skills -job sharing and flexi work, virtual teams, office design <p>On completion of this Unit, students will be able to:</p> <ol style="list-style-type: none"> Identify the different users and uses of information in a work organisation and good practice in managing information resources Use information and communications technology to improve information flow and business communication processes Propose ways for improving the efficiency and effectiveness of administrative procedures and processes | <p>Content:</p> <ol style="list-style-type: none"> Managing information resources: <ul style="list-style-type: none"> Information in the organisation <ul style="list-style-type: none"> -the nature of information, its users and uses, issues of quantity and quality Organising data and information <ul style="list-style-type: none"> -filing systems, databases, data security and protection Retrieving online information <ul style="list-style-type: none"> -information searching, evaluating information Technology in administration: <ul style="list-style-type: none"> Objectives and benefits Information technologies - intranets, document management systems Communication technologies <ul style="list-style-type: none"> -email, teleconferencing, computer-mediated communication Improving administrative practice: <ul style="list-style-type: none"> Performance measures in administration <ul style="list-style-type: none"> -quantitative and qualitative measures -performance indicators (e.g. clerical, purchasing), quality assurance, management performance Solving administrative problems <ul style="list-style-type: none"> -information overload, poor communication, low productivity Taking a strategic view of administration <ul style="list-style-type: none"> -administration and competition, administration and the customer Professionalism in administration <ul style="list-style-type: none"> -being 'professional', Continuing Professional Development (CPD) <p>On completion of this Unit, students will be able to:</p> <ol style="list-style-type: none"> Explain the purpose of jobs and the importance of motivation and satisfaction in relation to administrative roles Identify the causes of change in an office environment and propose techniques for minimising employee resistance and stress Understand the importance of teams in the workplace and the factors involved in successful team working |
| <p>You will produce a project report and complete a learning diary, during your studies.</p> | | |

Assessment

Assessment for this qualification is in two parts:

1. Creation of a reflective learning diary related to the learning outcomes of each Unit that records evidence of skills for employment as well as academic achievements
2. Project Report of between 2,000 and 2,500 words, which must show the application of learning from the programme syllabus and achievement of the overall Award learning outcomes

Progression

Students can progress from this qualification to the Diploma in Administrative Management or Diploma in Administration for Executive Assistants



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.

Fees

Students will need to register with the Institute in order to follow the programme and receive their Award. The Institute's fee is £150 for this Award which includes free Student membership, Registration and Certification as well as a study guide written by a leading specialist in the field. Registration is valid for 12 months.

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 Certificate in Administrative Management, please complete and return the attached registration form.

You should then enrol with a tuition provider of your choice. Once you have completed the Award, the tuition provider will notify the **iam** of your success, and you will be sent your completion certificate.

Registration form for the Certificate in Administrative Management

Please complete the form and return to the iam with your remittance.

| | |
|---|---------------|
| Name: | |
| Address (must be cardholders address): | |
| | |
| Country: | Postcode/ZIP: |
| email: | Telephone: |
| Membership Number (if already held): | |

I am enclosing a remittance for:

£150.00 registration fee

Study manuals will be emailed to you after registration, and registration includes this free electronic copy, however you can order a paper copy at £10 per unit.

| | | |
|--------------------------|-------------------------|--------|
| <input type="checkbox"/> | Inside Organisations | £10.00 |
| <input type="checkbox"/> | Working With People | £10.00 |
| <input type="checkbox"/> | Administrative Practice | £10.00 |

Cheque/Bankers Draft

(payable to 'The Institute of Administrative Management')

Debit card:

| | |
|--------------------------------|---------------------------------|
| <input type="checkbox"/> Delta | <input type="checkbox"/> Solo |
| <input type="checkbox"/> VISA | <input type="checkbox"/> Switch |

Switch only:

Issue No: /

Start Date: /

Credit card:

VISA Mastercard

Card No: / / /

Expiry Date: /

Security No: (Last 3 numbers on reverse of card)

Signature:

Date: / /

**Return to: Customer Services, iam, 6 Graphite Square, Vauxhall Walk,
London, UK, SE11 5EE Fax:+44(0)2070912619 email:info@instam.org**

Your order represents an offer to us to purchase a product and/or service which is accepted by us when we have dispatched the product and/or service to you. You have the right to cancel your order within seven working days of delivery (starting the day after you receive the goods or the day after the contract for the supply of services is concluded) and return them for a full refund. For full terms and conditions please see www.instam.org

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