

About the iam Diploma in Administrative Management

This qualification is for individuals who wish to develop their understanding and improve their management skills. It enables individuals to take a systematic approach to organisational and information management.

The Diploma in Administrative Management is accredited as a Level 4 qualification by the Regulatory Authorities in England, Wales and Northern Ireland.

You will learn how to:

- Use the principles of Human Resource Management
- Apply new management tools and skills
- Use analytical tools to improve management decision making
- Organise and communicate with multiple teams
- Identify and implement change to systems and processes

Benefits to you:

- Manage individuals, teams and projects effectively
- Take a leading role in identifying and implementing change for the better in your organisation
- Gain the theoretical and practical understanding required by senior managers

Entry Criteria

The Diploma is open to anyone who has at least 2 years previous experience or relevant Certificate 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.

Programme Content

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

IAM Diploma in Administrative Management

Unit One: People in Organisations	Unit Two: Administrative Systems & Processes	Unit Three: Professional Administration	Unit Four: Information for Decision Making	Unit Five: Administrative Management Case Study or Work Based Project
<p>Content:</p> <ol style="list-style-type: none"> 1. Organisational behaviour and culture <ul style="list-style-type: none"> What is an organisation? Organisation behaviour Organisation goals and objectives Organisational culture 2. Personal Development and CPD <ul style="list-style-type: none"> Personal management and effectiveness Time management and effectiveness Competency, capability and employability Self managed learning, CPD Stress and lifestyle management 3. Human Resource Management Practice <ul style="list-style-type: none"> Human Resource Management (HRM) Managing equality and diversity Disciplinary and grievance procedures Learning and development Planning and implementing change 4. Managing People and Leadership <ul style="list-style-type: none"> Leadership theories and styles Motivation and reward Performance Management and development Interaction skills The changing context of work Flexible working Interaction skills 	<p>Content:</p> <ol style="list-style-type: none"> 1. The Organisation in Context <ul style="list-style-type: none"> The role of organisations in the business environment; functions and processes Role of the professional administrator in achieving the organisation's objectives Types of organisation New models of work organisation Organisational structure 2. Professional Administration and Systems <ul style="list-style-type: none"> Role of administration and systems in the organisation (the IAM definition of Administrative Management) Nature of systems Concepts of input and standards Open and closed systems Performance criteria 4. Administrative Procedures <ul style="list-style-type: none"> Role and function of procedures Types of procedure Policy formulation and procedure 5. Principal Administrative Functions <ul style="list-style-type: none"> Role and purpose of systems Types and elements of administrative systems Process mapping and flow diagrams Business re-engineering Service level agreements 	<p>Content:</p> <ol style="list-style-type: none"> 1. Managing Administration <ul style="list-style-type: none"> Managers and how they manage Managing work processes Managing information and records Compliance 2. Change and Administration <ul style="list-style-type: none"> The need for organisational change Approaches to improvement in productivity, efficiency and effectiveness through best practice in administration Information Communication Technology Other approaches to business improvement. Office of the Future 3. Delivering Customer Satisfaction <ul style="list-style-type: none"> Marketing philosophy The organisation's supply chain Service level agreements (SLAs) Quality: concept and theory 4. Business Communication <ul style="list-style-type: none"> Models of communication Organisational communication media Impact of ICT on internal and external communication Impact of developments in e-commerce and e-government 	<p>Content:</p> <ol style="list-style-type: none"> 1. Data, information and decision making <ul style="list-style-type: none"> Data, information and management information 2. Presentation of information <ul style="list-style-type: none"> Methods to tabulate and graphically represent data Frequency Distribution and Histograms Summary Statistics – Measure of Location and Spread 3. Information for financial awareness <ul style="list-style-type: none"> Income and Expenditure The Balance Sheet Working Capital and Capital Employed Constructing Balance Sheets and a Profit and Loss Account 4. Information for planning and control <ul style="list-style-type: none"> Cost Classification Cost Control Budget and Budgetary Control Constructing Flexible and Cash Budgets 	<p>Content:</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>On completion of this Unit students will be able to:</p> <ol style="list-style-type: none"> Analyse the behaviour of the organisation Identify types of organisation culture and their impact on individuals and the organisation Describe the techniques to improve self-management and the management of others Identify methods for recruiting, selecting and developing management capability and skills Describe appropriate competencies and capabilities for leadership and appraise their own leadership skills 	<p>On completion of this Unit students will be able to:</p> <ol style="list-style-type: none"> Discuss different types of organisations and explain the development of administration within them Evaluate concepts of systems and how they facilitate the effective performance of an organisation Describe procedures important in meeting customer requirements Explain the role and purpose of different types of systems in an organisation, describe the methods for improving their operation 	<p>On completion of this Unit students will be able to:</p> <ol style="list-style-type: none"> Explain the importance of the effective management of administration to the success of the organisation Identify key drivers of administrative change and their impact on the role of the professional administrator Demonstrate an understanding of the information needs of the organisation's stakeholders and the importance of effective communication in achieving customer satisfaction Describe and discuss appropriate methods of communication in the organisation 	<p>On completion of this Unit students will be able to:</p> <ol style="list-style-type: none"> Explain the need for quality information in organisations Identify the relationship between information and decision-making Use statistical tools available for presenting and interpreting business information Demonstrate how financial information enables managers to plan, control and make decisions 	<p>On completion of this Unit students will be able to:</p> <ol style="list-style-type: none"> Apply analytical skill in recognising and appraising information to arrive at a practical evaluation of the problem Employ creativity, to apply knowledge and experience, to develop workable solutions, to meet economic, social and technical demands Select the best solution to support this choice by logical argument Demonstrate an understanding of the subject areas covered in the syllabus Communicate ideas effectively using diagrams and words
<p>There is an examination for each of the first four Units then either a scenario-based test or Work Project Report for the fifth.</p>				

Assessment

Units 1 - 4 are assessed by a three hour unseen written paper comprising two sections A and B.

Section A has eight compulsory short answer questions designed to test candidates' knowledge and understanding of concepts and terminology.

Section B has a choice of two questions from four designed to assess the candidate's appreciation of the unit. A question will be set from each area of the Learning Syllabus.

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

Registration form for the Diploma in Administrative Management

Please complete the form (in BLOCK letters) 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:

£100.00 registration fee

Cheque/Bankers Draft

(payable to 'The Institute of Administrative Management')

Debit card:

Delta Solo
 VISA 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