

About the Introductory Award in Administrative Management

This qualification is for individuals who want to learn how to improve their skills and understanding of business administration best practice. It also provides a basis from which more advanced skills and knowledge can be developed.

The Introductory Award in Administrative Management is accredited as a Level 2 qualification by the Regulatory Authorities in England, Wales and Northern Ireland.

You will learn how to:

- Understand and use key business administration skills
- Work with data and information more effectively
- Apply techniques for better communication
- Work better with other individuals and teams
- Identify problems and act effectively to make decisions

Benefits to you:

- Contribute to the efficient management of your organisation
- Gain recognition for your existing skills
- Learn the information you need to support you on the pathway to a successful career

Entry Criteria

The Introductory Award is open to everyone, irrespective of previous experience or qualifications. It requires 60 hours of study over as short or long a time as you wish, from 6 to 12 months.

Programme Content

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

Introductory Award in Administrative Management

The aim of the Introductory Award is to introduce the basics of administration and its role and importance in the workplace. It also aims to provide the basis from which more advanced administrative skills and knowledge can be developed.

Unit One: Skills for Administrators	Unit Two: Individuals within the Organisation	Unit Three: Organisational Skills
<p>Content: Administration and the Organisational Environment</p> <ul style="list-style-type: none"> • What is administration? • The roles, responsibilities and skills of administrators • Developing administrative skills; managing the administration process • What is an organisation? Why do they exist? • Organisations and their environment <p>Working with Numbers, Data and Information</p> <ul style="list-style-type: none"> • Essential maths and numeracy skills to help you at work • Using technology <p>Business Communication Skills</p> <ul style="list-style-type: none"> • Elements of effective organisational communication; barriers to effective communication • Written and oral communication; listening skills; making presentations • Use of plain English; technical language; avoidance of slang / colloquialisms • Business and technical communication; letters, reports, memos, minutes, email • Meetings; effective preparation, participation and management • Use of information and communication technology <p>On completion of this unit, students will be able to:</p> <ol style="list-style-type: none"> 1. Identify the supporting role of administration in the organisation within its environment 2. Employ a range of key administration skills 3. Understand the importance of number skills and work effectively with numbers. 4. Present data in a range of different formats 5. Identify the importance of business communication and communicate effectively in the workplace 	<p>Content: Working with Others</p> <ul style="list-style-type: none"> • Individual differences and perceptions • Diversity • Meaning and importance of groups • Developing a team and working within a team • Handling conflict • Taking responsibility for oneself and others <p>Managing Personal Development</p> <ul style="list-style-type: none"> • Learning and study skills • Lifelong learning and continuing professional development • Career planning and development • Self motivation • Work/Life Balance 	<p>Content: Solving Problems and Making Decisions</p> <ul style="list-style-type: none"> • Types and range of problems • The decision making process • Aids to effective problem solving and decision making <p>Support Skills</p> <ul style="list-style-type: none"> • Time and stress management • Note Taking • Reading techniques • Assertiveness • Using the Internet
<p>On completion of this unit, students will be able to:</p> <ol style="list-style-type: none"> 1. Identify individual differences in the workplace 2. Identify the role groups and teams play in achieving organisational tasks 3. Understand the importance of groups and teams 4. Work effectively within a team. 5. Manage themselves and their personal development 	<p>On completion of this unit, students will be able to:</p> <ol style="list-style-type: none"> 1. Identify problems and act effectively when solving problems 2. Understand the decision making process 3. Use problem solving and decision making techniques 4. Employ a range of support skills in the organisation 	<p>On completion of this unit, students will be able to:</p> <ol style="list-style-type: none"> 1. Identify problems and act effectively when solving problems 2. Understand the decision making process 3. Use problem solving and decision making techniques 4. Employ a range of support skills in the organisation

There is a short Multiple Choice Test at the end of the programme and a Learning Diary to complete as you study.

Assessment

Assessment of this qualification is in two parts:

1. Multiple Choice Examination
2. Creation of a Learning Diary that records evidence of skills for employment as well as academic achievements

Progression

Students can progress from this qualification to the **iam** Certificate 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.

Fees

Students will need to register with the Institute in order to follow the programme and receive their Award upon successful completion. The Institute's fee is £75 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 Introductory Award 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 Introductory Award in Administrative Management

Please complete the form (in BLOCK letters) and send it to the Institute, together with your remittance. Your study guide will be despatched directly to you.

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

I am enclosing a remittance for:

£75.00 registration fee

In the form of:

Cheque/Bankers Draft

(payable to 'The Institute of Administrative Management')

Debit card:

Delta

VISA

Solo

Switch

Switch only:

Issue No:

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Start Date:

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Credit card:

VISA

Mastercard

Card No:

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Expiry Date:

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Security No:

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 (Last 3 numbers on reverse of card)

Signature:

Date:

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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