

iam Certificate in Administrative Management

Learning Diary

The **iam** defines Administrative Management as “the effective and efficient development, implementation and management of the organisation’s systems and resources to achieve its goals and objectives”.

The Level 3 qualifications recognise the ability to gain, and where relevant apply a range of knowledge, skills and understanding. Learning at this level involves obtaining detailed knowledge and skills. It is appropriate for people wishing to go to university, people working independently, or in some areas supervising and training others in their field of work.” (QCA)

The target audience is for people who are working at a level where they are managing their own work and want to develop their management skills to include others

The learning diary is a way to reflect on the learning that has taken place and enable candidates to understand how this learning can be used in their current or future roles. The learning diary should be used to log the learning that has taken place and give a short reflection on the learning that has taken place and what you might do differently in another unit

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Curriculum Vitae

Name

Address

Professional Qualifications

Employment history

Interests/hobbies

References

1.

2.

Completion of SWOT analysis

Complete a SWOT analysis related to your role. In addition you need to consider the possible directions of your career.

Strengths

Opportunities

Weakness

Threats

Personal Professional Development Plan (Indicative Word Count 200)

Review where you are in your career. Using your SWOT analysis produce a plan of your development needs.

Where am I now?

Development needs in next 6 months

Development needs in next 3 years

Implementation (Indicative Word Count 100)**Development an action plan of how you are going to achieve your development****Action plan**

Keep a diary of your learning under the following headings. You need to use your evidence to reflect on

- Your learning
- How will this learning impact on your
- Role
- Organisation
- How you will use this knowledge in your future management development

The learning diary is a document that is meant to be useful to yourself and inform your future. You should share this information with your tutor/line manager or mentor. The **iam** has the right to sample learning diaries as part of their moderation process.

Learning Diary
Indicative word count 700 words

Unit 1 Inside the Organisation	Date	Learning that has taken place	Impact	Mentor/line manger signature
Understanding your organisation:				
Managing Organisations				
A systems view of the organisation:				
Unit 2 Working With People				
The purpose of `work`				
Dealing with change				
Working in teams				
Unit 3 Administrative Practice				
Managing information resources				
Technology in administration				
Improving administrative practice:				

<p>Unit 1 Learning Outcomes: On completion of this Unit, the successful candidate will be able to:</p> <p>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>	<p>Unit 2 Learning Outcomes: On completion of this Unit, the successful candidate will be able to:</p> <p>Explain the purpose of jobs and the importance 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>	<p>Unit 3 Learning Outcomes: On completion of this Unit, the successful candidate will be able to:</p> <p>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>
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<p>6 Learning Outcomes</p>
<p>Reflect on the learning outcomes of the units and how far you feel that you have attained these. (Indicative 200 words)</p>
Empty space for reflection