



Deltic Training



About the IQ IAM Level 3 Certificate in Business and Administrative Management (VRQ)

Qualification aim

The IQ IAM Level 3 Certificate in Business and Administrative Management (VRQ) provides an introduction to administrative management, covering organisations and how they are structured, their purpose and objectives, how they change as they grow and the cultures that exist within them as well as the place of administration within organisations and administrative systems.

The role of the managers in organisations is explored so that learners can begin to see how their own roles or potential roles could affect organisations. They will learn about how to manage and motivate staff and teams effectively and about the personal skills required to work with people within organisations.

Communication and organisational skills are also covered as well as looking at the importance of continuing professional development for managers. Administrative services are also covered, candidates will look at the scope of administrative services and develop an understanding of information as the core of the services offered. They will explore the management of information and the use of technology to manage the flow of information and communication through the organisation. Candidates will also look at the quality of administrative services and candidates will propose solutions to straightforward administrative problems.

This qualification is aimed at learners who wish to enter management or have recently entered management. It is a generic qualification for managers, newly appointed managers or those aspiring to become managers in all sectors. Learners can progress to the IQ IAM Level 4 (and subsequently Level 5) Diploma in Business and Administrative Management (VRQ). See 'Progression' section below.

Accreditation:

Qualification accreditation information:

Accredited qualification number: 601/5056/7

Awarding body: Industry Qualifications Ltd. Recognition Number RN5330

Further information at: http://register.ofqual.gov.uk/Qualification/Details/601_5056_7

Deltic Training is a recognised learning provider within the UK Register of Learning Providers, **UKPRN: 10016411**

Entry Criteria

There are no formal entry requirements for this qualification. However, we recommend that candidates should have a level 2 qualification or equivalent work experience within an organisation.

Study Methods

This course may be studied at a fixed venue (see www.deltic-training.co.uk for details) or on a distance basis.



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Course duration

Fixed Venues:

For candidates studying this qualification at one of our fixed venues, the course will be structured to allow for assessment after six months of study.

Distance learning:

Deltic have designed support materials to enable candidates to study wherever they are in the world. We recommend 120 hours of study to achieve the Certificate over as short or long a time as you wish. The actual amount of study will also reflect the amount of practical experience the student has to complement their studies. We find that five hours a week for students with relevant experience enables them to complete this course in about six months.

Course Learning Outcomes

This Certificate has two units, each with their own learning outcomes.

Unit 1: Introduction to Business Organisations (R/506/8323)

The candidate will:

1. Purpose, objectives and culture of an organisation:
 - 1.1 Explain the purpose of a Mission statement for an organisation;
 - 1.2 Explain the difference between long term aims and short term objectives of an organisation;
 - 1.3 Describe the aims and objectives of administration within an organisation;
 - 1.4 Define what organisational culture is;
 - 1.5 Give an overview of the main types of organisational culture;
 - 1.6 Explain how the culture of an organisation affects how it operates.
2. Ethical management and social responsibility for organisation:
 - 2.1 Explain ethical management and social responsibility;
 - 2.2 Explain how organisations demonstrate social responsibility;
3. Understand the structure of an organisation:
 - 3.1 Explain how different organisations are structured;
 - 3.2 Analyse an organisation in terms of structure;
 - 3.3 Explain the changes to structure that are likely to occur as organisations grow;
 - 3.4 Explain different forms of ownership of organisations;
 - 3.5 Explain the role of profit in organisations;
 - 3.6 Explain the aims and objectives of a range of stakeholders in organisations.
4. Understand the role of a manager:
 - 4.1 Explain the role of managers in organisations;
 - 4.2 Describe the skills required to manage effectively in organisations;
 - 4.3 Compare different management styles;
 - 4.4 Explain the importance to the manager of effective support;
 - 4.5 Describe how the actions of a manager can affect an organisation.
5. Understand administrative systems:
 - 5.1 Describe the main features of administrative systems in organisations;
 - 5.2 Analyse administrative systems in terms of inputs and outputs;
 - 5.3 Explain how organisations manage the flow of information;
 - 5.4 Compare methods of measuring the efficiency of administrative systems;
 - 5.5 Explain the role of information technology in administration within organisations.



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Unit 2: Introduction to Administrative Management (Y/506/8324)

The candidate will:

1. Understand the role of the administrative manager:
 - 1.1 Analyse the role of the manager in terms of allocating tasks, monitoring performance, and providing feedback;
 - 1.2 Explain the importance of motivating staff and the manager's role in this;
2. Understand personal skills required as an administrative manager:
 - 2.1 Analyse the role of the manager in terms of allocating tasks, monitoring performance, and providing feedback;
 - 2.2 Describe how to communicate effectively;
 - 2.3 Explain how to manage time and workloads effectively;
 - 2.4 Explain how to use problem solving and decision making techniques.
 - 2.5 Explain how to use negotiating skills;
 - 2.6 Explain the importance of continuing professional development.
3. Understand how to manage effective teams:
 - 3.1 Analyse the role of the manager in terms of allocating tasks, monitoring performance, and providing feedback;
 - 3.2 Describe how to build an effective team;
 - 3.3 Describe the skills required for effective team working;
 - 3.4 Explain how meetings contribute to effective teamwork
 - 3.5 Explain how to manage team meetings.
4. Understand change in organizations:
 - 4.1 Explain the need to manage change in organisations;
 - 4.2 Identify the causes of change in an administrative environment;
 - 4.3 Describe ways that change can be managed within areas of responsibility.
5. Understand the scope of administrative management:
 - 5.1 State the main administrative services in an organisation
 - 5.2 Explain the importance of administrative management within an organisation.
6. Understand management of information within organizations:
 - 6.1 Explain how the management of information is central to administrative management;
 - 6.2 Explain good practice in managing information;
 - 6.3 Analyse issues of quality and quantity of information within organisations.
7. Understand the impact of information and communications technology (ICT) on administrative management in organizations:
 - 7.1 Assess the impact of ICT on administrative management in an organisation;
 - 7.2 Assess the impact of ICT on an administrative role in an organisation.
8. Understand ways to improve the efficiency and effectiveness of administrative services:
 - 8.1 Explain the importance of quality in administrative services;
 - 8.2 Describe common performance measures used in administration;
 - 8.3 List common administrative problems;
 - 8.4 Propose solutions to administrative problems.

Further amplification is detailed on the full course syllabus available from the Deltic website. Or contact us and we will be happy to post or email a copy.



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Reading List:

The Deltic studyguide for this course is self-contained, and further reading or research is not required in order to achieve a pass. Nonetheless, we strongly recommend that students demonstrate a depth and breadth of study from external sources in order that such additional knowledge can be applied in the work environment as well as for purposes of assessment.

Where such additional reading is recommended, this is suggested in the studyguide.

For a general resource which will be a valuable aid to study at this and higher levels, we recommend '*Business – the Ultimate Resource*' 3rd edition, published by A&C Black, London.

Assessment

The qualification is assessed through two written assignments.

Assessment (marking) is carried out by Deltic Training, and subject to moderation by the awarding body according to their regulations.

Students may enroll at any time when studying on a distance basis. The timetable for presentation of assignments, and notification of results is as per the IQ IAM Examination Timetable, details of which are available from the Deltic Training website www.deltic-training.co.uk

Progression

As well as being a standalone recognised professional Certificate, students successfully completing the course may progress to further levels and depth of study.

The most popular next stage of study is to the IQ/IAM Level 4 Diploma in Business and Administrative Management (broadly equivalent to the first year of a UK university BA(Hons) degree in the area of business management). This course is offered by Deltic on a distance basis – see www.deltic-training.co.uk for more details.

Candidates may wish to use this qualification to ultimately progress to direct entry to a final-year university BA(Hons) degree or MBA programme. Please contact Deltic for details.

IAM Student membership

All students with Deltic studying an IQ/IAM qualification are able to become student members of the IAM for twelve months. This may be activated once you have your registration details by visiting the following link:

<http://www.instam.org/membership/student-membership>

NUS Extra card

Students enrolled with Deltic are eligible to obtain the National Union of Students 'NUS Extra Card'. On enrolment with Deltic you will be provided with the appropriate link and password to enable you to obtain this valuable and useful card. See <http://www.nus.org.uk/en/nus-extra/> for more details.

For overseas students, this may be upgraded to the International Student Identity Card (ISIC) – see www.isic.org



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Course Fee

The fee for this course is only £900 plus VAT (UK) (£1,080 total overseas) and includes all the following costs necessary for you to undertake and complete your studies:

- One year **iam** student membership;
- Deltic Study materials;
- Online Deltic support materials;
- Formal assignment assessment fees;
- Tutor support;
- Access to the Deltic library.

Where students are funding this course privately, we are pleased to offer an instalment plan to allow for payment over six months at £180/month.

Next Steps

To enrol on this course, please complete and return the attached enrolment form to Deltic. If you have chosen to study on a distance basis, you may enrol at any time.

If you have any questions regarding the course, do let us know – we will be very pleased to help.

We look forward to welcoming you on board with Deltic!

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Registered in England and Wales No: 5882775



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Application for enrolment to the IQ/IAM Level 3 Certificate in Business and Administrative Management (VRQ)

Please complete the following details and return to Deltic.

Name:	
Address:	
Country:	Postcode/ZIP:
Email:	Telephone:
Date of birth (for registration purposes):	

Study method (Please state Distance or name of fixed venue):

- Distance basis
 Fixed venue (please state location):

Please tick the appropriate box to indicate payment method:

Cheques: Please make payable to 'Deltic Training Ltd'

- Cheque enclosed for payment in full: £1,080
 6 monthly post-dated cheques enclosed each for £180. (UK Private individuals only).
 Please charge debit/credit card below for the full fee
 Please charge six monthly instalments of £180 to card detailed below (Private individuals only)

Debit/Credit card:

Card No: / / /

Expiry Date: /

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

Switch only:

Issue No:

Start Date: /

If you are able to reclaim VAT, and would like a VAT invoice, please tick here:

Signature:

Date: / /

Return (or scan and email) to: Deltic Training, 26 Albert Street, Holt, Norfolk, UK, NR25 6HY

Registered in England and Wales No: 5882775 Email: info@deltic-training.co.uk

VAT Registration no. 987 6680 43