



**Deltic Training**



## **About the IQ IAM Level 4 Certificate in Office and Administration Management (VRQ)**

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This qualification is for individuals who wish to further develop their skills as PAs or Executive Assistants.

### ***Qualification aim***

The IQ IAM Level 4 Certificate in Office and Administration Management (VRQ) has been specifically designed for experienced Executive Personal Assistants, Office and Administration Managers, who are already operating at a more senior level and want to gain formal recognition of their skills.

It is also ideal for those aspiring to move into a more senior role within office and administration management. All learners will cover the essentials of management skills for senior administration staff, commercial and business awareness, the role of the executive personal assistant and effective office management.

### ***Accreditation:***

Qualification accreditation information:

Accredited qualification number: 601/8983/6

Awarding body: Industry Qualifications Ltd. Recognition Number RN5330

Further information at:

<http://register.ofqual.gov.uk/Detail/Index/38222?category=qualifications&query=601%2F8983%2F6>

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 3 qualification or equivalent work experience within an organisation.

For candidates whose first language is not English, we recommend a language knowledge equivalent to level 6 IELTS.

### ***Study Methods***

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

### ***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 four months of study.

#### ***Distance learning:***

Deltic have designed support materials to enable candidates to study wherever they are in the world. We recommend 50 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



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complement their studies. We find that four hours a week for students with relevant experience enables them to complete this course in about three months.

### ***Course Learning Outcomes***

This Certificate has four optional units (three to be completed), each with their own learning outcomes.

The candidate will:

1. Management skills for senior administration staff:
  - 1.1 Understand an organisation's structure and management;
  - 1.2 Understand the principles of management for senior administration staff;
  - 1.3 Understand the impact of communication and interpersonal relationships on performance in the workplace;
  - 1.4 Understand the relationship between motivation and personal performance in the workplace;
  - 1.5 Be able to solve problems and manage conflicts within the scope of a senior PA.
2. Commercial and business awareness for senior administration staff:
  - 2.1 Understand how an organisation develops its role and purpose at a strategic level;
  - 2.2 Understand how an organisation uses strategy to drive performance;
  - 2.3 Understand the impact of change on individuals and organisations;
  - 2.4 Understand the importance of brand to an organisation.
3. The role of the executive personal assistant:
  - 3.1 Understand the executive Personal Assistant's (PA) role within a senior management team;
  - 3.2 Understand the principles of communication skills for executive PAs;
  - 3.3 Understand the executive PA's role in project management;
  - 3.4 Understand the principles of working practice for executive PAs;
  - 3.5 Understand the executive PA's role in supporting business meetings and events;
  - 3.6 Understand personal development for executive Pas.
4. Effective office management:
  - 4.1 Understand the role of senior administration staff in managing work;
  - 4.2 Understand techniques for planning and prioritising work and projects under the control of senior administration staff;
  - 4.3 Understand techniques for managing work and projects under the control of senior administration staff;

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.

### ***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.

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



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

We also recommend: France, S. (2009) *The Definitive Personal Assistant and Secretarial Handbook: A Best Practice Guide for All Secretaries, PAs, Office Managers and Executive Assistants*. Kogan Page Limited

### **Assessment**

The qualification is assessed through submission – to the required standard – of three 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](http://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 full qualification: 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](http://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](http://www.isic.org)



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### **Course Fee**

The fee for this course is only £800 plus VAT (UK) (£960 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;
- 3 x 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 three months at £240/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!

Deltic Training Ltd,  
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HOLT,  
Norfolk,  
NR25 6HY.

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Website: [www.deltic-training.co.uk](http://www.deltic-training.co.uk)

Registered in England and Wales No: 5882775



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## Application for enrolment to the IQ IAM Level 4 Certificate in Office and Administration Management (VRQ)

Please complete the following details and return to Deltic.

<b>Name:</b>	
<b>Address:</b>	
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: £960  
 4 monthly post-dated cheques enclosed each for £240. (UK Private individuals only).  
 Please charge debit/credit card below for the full fee  
 Please charge four monthly instalments of £240 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](mailto:info@deltic-training.co.uk)**

**VAT Registration no. 987 6680 43**