



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

Qualification content overview.



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

- Mission statements and the organisation;
- Aims and objectives of administration;
- Organisational culture and its impact;
- Ethical management and social responsibility;

- Organisational structure and efficiency;
- The organisational lifecycle;
- Forms of ownership and legal status;
- The importance and role of profit;

- Organisational stakeholders and their impact;
- The role of managers in organisations;
- Interpersonal skills and their effect;
- Impact of different management styles;

- Administrative systems in organisations;
- Management of information flows;
- Efficient administrative systems;
- The role of technology in administrative activities.

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

- The concept of Administrative Management;
- Administrative managers and task allocation, performance monitoring, and feedback;
- The role of motivation in organisations;

- Time management and effective communication skills;
- Problem solving and decision making techniques;
- Negotiation in organisations;
- Importance of Continuing Professional Development;

- Teamworking and building effective teams;
- Managing change in organisations;
- Good practice in managing information;
- Information: Quality, evaluation and presentation.

- The impact of ICT on administrative services;
- Administrative performance measures;
- Managing information overload;
- Administrative problems and solutions.

Accreditation:

Qualification accreditation information: Accredited qualification number: 601/5056/7
Further information at: http://register.ofqual.gov.uk/Qualification/Details/601_5056_7

Awarding Body: Industry Qualifications Ltd. Recognition number 5330. See
<http://register.ofqual.gov.uk/Organisation/Details/RN5330>

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