



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

### Qualification content overview.



**Three** of the following optional four units to be selected:

#### **Unit 1: Management Skills for Senior Administration Staff (H/507/1310)**

- Organisational structures and their impact on management;
- Management processes for achieving organisational goals;
- Management skills and attributes;
- Effective leadership and management;
  
- Working relationships and communication;
- Delegation, empowerment and feedback;
- Motivation and individual performance;
- Group dynamics and effective teams;
- Problem solving and conflict management for the PA

#### **Unit 2: Commercial and Business Awareness for Senior Administration Staff (M/507/1312)**

- Defining organisational role, purpose and culture;
- External communication and the role of style and protocol;
- Building stakeholder value through commercial activity;
- Strategy, analysis, and organisational performance;
- Change and adaptation to external commercial environments;
  
- Competitors – benchmarking, partnering and challenges;
- Management of the change process;
- Role of the PA during periods of transition;
- Brand management - vision and communication.

#### **Unit 3: The Role of the Executive Personal Assistant (T/507/1313)**

- The PA – role, purpose and responsibilities;
- The PA – skills, knowledge and behaviour requirements;
- PA strategies for different management work styles;
- Effective communication techniques for the PA;
- Strategies for dealing with different behaviours;
- The PA and project management;
- Effective time management;
  
- Meeting and their management;
- Planning and supporting meeting and events;
- Appraisals and performance review;
- PA professionalism – career development and CPD

#### **Unit 4: Effective Office Management (K/507/1311)**

- Task allocation and prioritisation;
- Planning and efficiency within the office;
- Work effectiveness and measurement;
- Getting the job done – assertiveness for the PA;
  
- Information overload and the management of stress;
- The concept and management of the supply chain;
- Quality techniques within administration;
- Frameworks for administrative improvement

***Accreditation:***

Qualification accreditation information: Accredited qualification number: 601/8983/6

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

Awarding Body: Industry Qualifications Ltd. Recognition number 5330. See

<http://register.ofqual.gov.uk/Organisation/Details/RN5330>

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[www.deltic-training.co.uk](http://www.deltic-training.co.uk) Tel: 01263 711811 Email: [info@deltic-training.co.uk](mailto:info@deltic-training.co.uk)