

IAM Certificate in Administrative Management (UK National Qualifications Framework Level 3)

The aim of the Certificate is to provide an in depth introduction to the field of Administrative Management and serve as a precursor to moving on to the IAM Diploma and beyond.

Unit One: Inside Organisations	Unit Two: Working with People	Unit Three: Administrative Practice
<p>Content:</p> <ol style="list-style-type: none"> Understanding your organisation: <ul style="list-style-type: none"> The purpose of organisations the Mission Statement, long-term aims, short-term objectives the growth of the organisation, specialisation (including administration) forms of ownership, range of stakeholders, the role of profit The growing organisation <ul style="list-style-type: none"> size and complexity, organisational structure Organisational culture the concept of organisational culture, the nature of bureaucracy Managing the organisation: <ul style="list-style-type: none"> What managers do controlling and co-ordinating, planning and decision-making Management skills delegating, mentoring, coaching Leadership leadership styles, support roles ethical and social responsibility A systems view of the organisation: <ul style="list-style-type: none"> Basic systems concepts the system as a whole, system components, boundaries performance, efficiency and effectiveness The administrative system <ul style="list-style-type: none"> inputs and outputs, processes, workflow <p>On completion of this Unit, students will be able to:</p> <ol style="list-style-type: none"> 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>Content:</p> <ol style="list-style-type: none"> Work, jobs and people: <ul style="list-style-type: none"> The purpose of jobs in relation to organisational aims and objectives the nature of administrative work, the impact of technology Designing jobs <ul style="list-style-type: none"> motivating employees, creating satisfying jobs The role of the supervisor <ul style="list-style-type: none"> allocating tasks, monitoring performance, providing feedback Dealing with change: <ul style="list-style-type: none"> The causes of change and their impact on administrative processes the concept of change drivers, both external and internal office automation, linking the supply chain interpersonal communication, management choice Responses to change <ul style="list-style-type: none"> employee resistance to change the stress of change Planning and implementing change fundamentals of project management preventing resistance, managing stress Working in teams: <ul style="list-style-type: none"> The importance of team working co-operation and support, decision-making and problem-solving Building an effective team <ul style="list-style-type: none"> the team-building process, team-working skills, team roles Teamwork in administration <ul style="list-style-type: none"> team working skills job sharing and flexi work, virtual teams, office design <p>On completion of this Unit, students will be able to:</p> <ol style="list-style-type: none"> 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>Content:</p> <ol style="list-style-type: none"> Managing information resources: <ul style="list-style-type: none"> Information in the organisation <ul style="list-style-type: none"> the nature of information, its users and uses, issues of quantity and quality Organising data and information <ul style="list-style-type: none"> filling systems, databases, data security and protection Retrieving online information <ul style="list-style-type: none"> information searching, evaluating information Technology in administration: <ul style="list-style-type: none"> Objectives and benefits Information technologies - intranets, document management systems Communication technologies <ul style="list-style-type: none"> email, teleconferencing, computer-mediated communication Improving administrative practice: <ul style="list-style-type: none"> Performance measures in administration <ul style="list-style-type: none"> quantitative and qualitative measures performance indicators (e.g. clerical, purchasing), quality assurance, management performance Solving administrative problems <ul style="list-style-type: none"> information overload, poor communication, low productivity Taking a strategic view of administration <ul style="list-style-type: none"> administration and competition, administration and the customer Professionalism in administration <ul style="list-style-type: none"> 'being professional', Continuing Professional Development (CPD) <p>On completion of this Unit, students will be able to:</p> <ol style="list-style-type: none"> Explain the purpose of jobs and the importance of 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>You will produce a project report and complete a learning diary, during your studies.</p>		