



## About the iam Certificate in Administrative Management

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This qualification is for individuals who want to prepare for a career in management in business administration. It gives individuals the knowledge and understanding to become a professional in business administration.

The Certificate in Administrative Management is accredited as a Level 3 qualification by the Regulatory Authorities in England, Wales and Northern Ireland. Course code 600/3740/4 (see [http://register.ofqual.gov.uk/Qualification/Details/600\\_3740\\_4](http://register.ofqual.gov.uk/Qualification/Details/600_3740_4) )

### You will learn how to:

- Analyse organisations and organisational culture
- Apply different management and leadership techniques
- Manage information and communications
- Propose ways to improve the efficiency of your organization
- Drive change of systems and processes

### Benefits to you:

- Maximise your personal development and equip you for promotion
- Progress to roles supervising and training others
- Understand how to get the most out of teams

### Entry Criteria

The Certificate is open to everyone, irrespective of qualifications, although some previous experience in business administration is usual. The Certificate requires about 120 hours of study over as short or long a time as you wish, from 6 to 12 months.

### Programme Content

The Certificate in Administrative Management is made up of three units:

#### **Inside organisations**

This unit enables students to understand the impact of the wider organizational context and an individual's personal performance. On completion of this unit students will be able to describe an organisation in terms of its purpose, objectives, structure, culture and systems. The aim of this unit is to highlight the role of a manager and the importance of effective support roles, in achieving the organisation's goals, with reference to the concept of workflow and of efficiency and effectiveness in relation to administrative performance.

#### **Working with people**

Organisational success can be enhanced by human effort, both individually and collectively. This unit examines the purpose of jobs and the importance of motivation and satisfaction in relation to administrative roles. Students will be able to identify the causes of change in an office environment and propose techniques for minimising employee resistance and stress. The importance of teams in the workplace and the factors involved in successful team working will also be examined.



### **Administrative practice**

This unit establishes an understanding of the role of resources and systems in improving personal efficiency and effectiveness. The different users and uses of information in a work organisation and good practice in managing information resources will be identified. Information and communications technology will be used to improve information flow and business communications processes. Furthermore, ways to improve the efficiency and effectiveness of administrative procedures and processes will be highlighted.

### **Assessment**

Assessment for this qualification is in two parts:

1. Creation of a reflective learning diary related to the learning outcomes of each Unit that records evidence of skills for employment as well as academic achievements
2. Project Report of between 2,000 and 2,500 words, which must show the application of learning from the programme syllabus and achievement of the overall Award learning outcomes.

### **Progression**

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** Level-4 Diploma In Business and Administrative Management.

Further progression may then be made through to the Level-5 Diploma, and ultimately to final-years BA(Hons), or MBA programme.

### **Fees**

Students will need to register with the Institute in order to follow the programme and receive their Award.

Deltic's fee for this course – fully supported by our team of tutors – is £600 plus VAT, which includes VAT, the Institute's fee for the Award, a study guide written by a leading specialist in the field, and assessment. There is no requirement to be a member of the **iam**, but students are eligible for student membership, which grants access to online networking communities, the manager journal and other resources useful for study, as well as all of the benefits of **iam** membership. More information about membership is available on the **iam** website.

For students funding the course privately, the fees may be settled in three monthly instalments of £240.00 inc VAT



## Next Steps

To enrol on this course, please complete and return the form on the last page of this leaflet.

Once you have successfully completed the course, Deltic will notify the **iam** of your Award, and you will be sent your completion certificate.

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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Registered in England and Wales No: 5882775



## Application for enrolment to the Certificate in Administrative Management

Please complete the following details and return to Deltic.

<b>Name:</b>	
<b>Address:</b>	
Country:	Postcode/ZIP:
email:	Telephone:
Membership Number (if already held):	

### 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: £720.00  
 3 monthly postdated cheques enclosed each for £240. Private individuals only.  
 Please charge debit/credit card below for the full fee  
 Please charge three 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 to: Deltic Training, 8 Victoria Street, Norwich, Norfolk, UK, NR1 3QX**

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**