



IAM Level 4 Diploma in Business and Administrative Management

Qualification content overview



Mandatory units

Group 1 Administrative management and systems

Unit 401 Fundamentals of administrative management

- The role of administrative management in organisations
- Managing information and information flows
- The role of ICT in administration
- Organisational communication

Unit 402 Administrative Systems

- Systems thinking and application
- Policy formulation and procedures
- Role of procedures in meeting customer requirements

Group 2 Managing operations and quality

Unit 403 Managing operations

- Measuring performance
- Internal measures of success
- Supply chain management

Unit 404 Managing Quality

- Alternative approaches to quality management
- How quality management supports organisational performance
- Meeting customer needs

Group 3 Managing and developing human resources in organisations

Unit 405 Personal effectiveness

- Motivation and personal effectiveness
- Personal and interpersonal skills required by managers
- Continuing Professional Development (CPD)
- Time management
- Conflict and conflict resolution

Unit 406 Managing people in organisations

- Learning and development in the workplace
- Leadership and teamwork
- Organisational structures and cultures
- Ethical practice and social responsibility
- Group development and performance

Group 4 Managing finance, information and knowledge

Unit 407 Managing information and knowledge

- Data, information and knowledge within organisations
- Information and knowledge management
- ICT and information communication
- Organisational learning and competitive advantage

Unit 408 Finance for administrative managers

- Cost and management accounting
- Budgets
- Financial statements
- Preparing a basic set of accounts

Optional units (two to be completed)

Unit 409

Administration for executive assistants

- Filing systems, purchasing and control
- The office environment and design
- Business meetings and events
- Workplace communication
- Projects
- Diary management

Unit 410

Introduction to Islamic finance

- Principles of Islamic banking and finance
- Islamic law of contract
- Application of Islamic financial instruments
- Function of Sukuk

Unit 411

Managing business facilities

- Role of facilities management in organisations
- Planning and management of space
- Legislation, health and the environment
- Ethical business management and facilities management

Unit 431

Management accounting: costing and budgeting

- Analysing cost information
- Cost reduction methods and performance indicators
- Forecast and budget preparation
- Cash budgets
- Monitoring financial performance

Unit 432

Marketing intelligence

- Buyer behaviour and the decision making process
- Market research techniques
- Competitor analysis and product/service evaluation
- Measuring customer satisfaction

Unit 433

The Internet and e-business

- The internet, e-business and models
- Security and legislative issues
- Website design and structure

Unit 434

Business events management

- Event and project management
- Project teamworking
- Team meetings and communication

Accreditation:

Qualification accreditation information: Accredited qualification number: 501/1567/4

Further information at: http://register.ofqual.gov.uk/Qualification/Details/501_1567_4

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