



## IAM Level 4 Diploma in Business and Administrative Management

### Mandatory and recommended reading list

The following texts are recommended by the IAM and Deltic to ensure successful completion of the IAM Level 4 Diploma in Business and Administrative Management.

They may be purchased from good bookshops, or may be available via Ebay, Amazon and other online retailers.

Also see the Student section of the Deltic website ([www.deltic-training.co.uk](http://www.deltic-training.co.uk)) for negotiated discounts for Deltic students with leading publishers

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In addition to the following books recommended by the Institute, Deltic strongly recommend as a general reference "Business – The Ultimate Resource" 3<sup>rd</sup> Revised edition A & C Black Publishers Ltd ISBN: 978-1-4081-2811-4



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#### **Group 1 Administrative management and systems**

##### **Unit 401: Fundamentals of administrative management**

###### **Mandatory reading**

Mullins, L. J. (2010) *Management and Organisational Behaviour*. 9th edition. Harlow, FT Prentice Hall

###### **Further reading**

Cole, G. (2003) *Management Theory and Practice*. 6th Edition. Thomson Learning

#### **Group 1 Administrative management and systems**

##### **Unit 402: Administrative systems**

###### **Mandatory reading**

Lucey, T. (2005) *Management information systems*. 9th edition. London, Thomson

###### **Further reading**

Alter, S. (2001) *Information systems, foundations of e-business*. 4th edition. Pearson Education

Appleby, R.C. (1994) *Modern business administration*. 6th edition. London, ELBS with Pitman

Quible, Z. K. (2005) *Administrative office management: an introduction*. 8th edition. Upper Saddle River, N.J., Pearson/FT Prentice Hall

**Group 2 Managing operations and quality**  
**Unit 403: Managing operations**

**Mandatory reading**

Slack, N. et al (2007) *Operations management*. 5<sup>th</sup> edition. FT Prentice Hall

**Further reading**

Boddy, D. (2005) *Management: An introduction*. 3<sup>rd</sup> Edition. Harlow, FT Prentice Hall

Johnston, R. and Clark, G. (2008) *Service Operations Management*. 2<sup>nd</sup> edition. Harlow, FT Prentice Hall

**Group 2 Managing operations and quality**  
**Unit 404: Managing quality**

**Mandatory reading**

Slack, N. et al. (2007) *Operations management*. 5<sup>th</sup> edition. Harlow, FT Prentice Hall

**Further reading**

Boddy, D. (2005) *Management: an introduction*. 3<sup>rd</sup> edition. Harlow, FT Prentice Hall

Dale, B. G. (2007) *Managing quality*. 5<sup>th</sup> edition. Blackwell Business

**Group 3 Managing and developing human resources in organisations**  
**Unit 405: Personal effectiveness**

**Mandatory reading**

No single text adequately addresses the diverse nature of this unit. Candidates should selectively access and utilise a range of resources.

**Further reading**

Armstrong, M. (2008) *How to be a better manager*, Kogan Page

Horn, R. (2009) *The business skills handbook*, Chartered Institute of Personnel & Development

Pedler, M. et al (2006) *A manager's guide to self development*. 5<sup>th</sup> edition. McGraw- Hill

Routledge, C. and Carmichael, J. (2007) *Personal development and management skills*, Chartered Institute of Personnel & Development

Templar, R. (2009) *The rules of work: A definitive code for personal success*. Harlow, FT Prentice Hall

Whetten, D. and Cameron, K. (2010) *Developing management skills*, 8<sup>th</sup> edition. FT Prentice Hall

Winstanley, D. (2005) *Personal effectiveness*, Chartered Institute of Personnel & Development

**Group 3 Managing and developing human resources in organisations**  
**Unit 406: Managing people in organisations**

**Mandatory Reading**

Mullins, L.J. (2010) *Management and Organisational Behaviour*. 9<sup>th</sup> edition. Harlow, FT Prentice Hall

**Further Reading**

Cole, G.A. (2003) *Management Theory and Practice*. 6<sup>th</sup> edition. London, Thomson

Huczynski, A. A. and Buchanan, D. A. (2007) *Organizational behaviour, an introductory text*. 8th edition. Harlow, Financial Times Prentice Hall

**Group 4 Managing finance, information and knowledge**

**Unit 407: Managing information and knowledge**

**Mandatory reading**

Lucey, T. (2005) *Management information systems*. 9th edition. London, Thomson Learning

**Further reading**

Hislop, D. (2009) *Knowledge management in organizations: A critical introduction*. 2nd edition. Oxford, Oxford University Press

Senge, P. M. (2006) *The Fifth Discipline: The art and practice of the learning organisation*. 2nd revised edition. Random House Books

**Group 4 Managing finance information and knowledge**

**Unit 408: Finance for administrative managers**

**Mandatory reading**

Burns, P. and Morris, P. (1997) *Business finance – a pictorial guide for managers*. Butterworth-Heinemann

Lucey, T. (2009) *Costing*. 7th revised edition. Cengage Learning

**Further reading**

Hawkins, A. and Turner, C. (1995) *Balance sheet pocketbook*. Management pocketbooks

Hawkins, A. and Turner, C. (1995) *Managing budgets pocketbook*. Management pocketbooks

Hawkins, A. and Turner, C. (1995) *Managing cash flow pocketbook*. Management pocketbooks

**Optional units**

**Unit 409: Administration for executive assistants**

**Mandatory reading**

France, S. (2009) *The definitive personal assistant and secretarial handbook: a best practice guide for all secretaries, PAs, office managers and executive assistants*. Kogan Page Limited

**Further reading**

Allen, D. (2002) *Getting things done: the art of stress-free productivity*. Piatkus Books

Campbell, F. (2003) *Essential tips for organizing conferences and events*. Routledge Falmer

Eley, J. et al, (2000) *Office space planning: designs for tomorrow's workplace*. McGraw-Hill Professional

Farrington, B. and Lysons, K. (2005) *Purchasing and supply chain management*. Financial Times Prentice Hall

Fisher, J. (2000) *How to run a successful conference: proven management techniques for delivering a successful event on budget*. 2nd edition. Kogan Page

Foster, J. (2008) *Effective writing skills for public relations*. 4th edition. Kogan Page Ltd

Gutmann, J. (2010) *Taking minutes of meetings*. Kogan Page Ltd

Heller, R. and Hindle, T. (1998) *Managing meetings*. Penguin Books Ltd

Mullins, L.J. (2007) *Management and organisational behaviour*. 8th edition. Harlow, Financial Times Prentice Hall

Portny, S.E. (2010) *Project management for dummies*. John Wiley & Sons Ltd

Sayce, K. (2006) *What not to write*. Words at Work. London.

Waters, D. (2003) *Inventory control and management*. John Wiley & Sons Ltd

### **Optional units**

#### **Unit 410: Introduction to Islamic finance**

##### **Mandatory reading**

Ayub, Muhammad (2007) *Understanding Islamic Finance*. John Woley and Sons Ltd

##### **Further reading**

Taqi Usmani, Mufti Muhammad. *An Introduction to Islamic Finance*.

Iqbal, Zamir, and Mirakhor, Abbas. *An introduction to Islamic finance: theory and practice*

### **Optional units**

#### **Unit 411: Managing business facilities**

##### **Mandatory reading**

Atkin, B. and Brooks, A. (2009) *Total facilities management*. 3rd edition. Wiley Blackwell

Wiggins, J. M. (2010) *Facilities management handbook*. Wiley Blackwell

##### **Further reading**

*Journal of Facilities Management*, available on [www.emeraldinsight.com/info/journals/jfm/jfm.jsp](http://www.emeraldinsight.com/info/journals/jfm/jfm.jsp)

### **Optional units**

#### **Unit 431: Management accounting: costing and budgeting**

##### **Mandatory reading**

Benedict, A. and Elliott, B. (2008) *Financial accounting: An introduction*. Harlow, FT Prentice Hall

Business Essentials (2010) *Management accounting and financial reporting*, BPP Learning Media

##### **Further reading**

Atrill, P. and McLaney, E. (2009) *Management accounting for decision maker*. 6th Edition. FT Prentice Hill

Lucey, T. (2009) *Costing*. 7th edition. Andover, Cengage Learning

Thomas, R. (1997) *Quantitative methods for business studies*, Prentice Hill

**Optional units**

**Unit 432: Marketing intelligence**

**Mandatory reading:**

Business Essentials, *Marketing Intelligence*, BPP Learning Media, 2010.

**Further reading**

Chisnall, P. M. (2001) *Marketing Research*. 6th edition. McGraw Hill

Wilson, A. M. (2003) *Marketing Intelligence: An Integrated Approach*. Pearson Education Ltd.

Wright, R. (2006) *Consumer Behaviour*. Thomson Learning

**Optional units**

**Unit 433: The internet and e-business**

(No specified mandatory or further reading)

**Optional units**

**Unit 434: Business events management**

**Mandatory reading**

Bowdin, Glenn *et al.* (2006) *Events Management*. 2nd Edition. Butterworth- Heinemann

**Further reading**

Shone, Anton and Parry, Bryn (2004) *Successful event management: a practical handbook*. 2nd edition. Thomson