

About the iam Diploma in Administrative Management

This qualification is for individuals who wish to develop their understanding and improve their management skills. It enables individuals to take a systematic approach to organisational and information management.

The Diploma in Administrative Management is accredited as a Level 4 qualification by the Regulatory Authorities in England, Wales and Northern Ireland.

You will learn how to:

- Use the principles of Human Resource Management
- Apply new management tools and skills
- Use analytical tools to improve management decision making
- Organise and communicate with multiple teams
- Identify and implement change to systems and processes

Benefits to you:

- Manage individuals, teams and projects effectively
- Take a leading role in identifying and implementing change for the better in your organisation
- Gain the theoretical and practical understanding required by senior managers

Entry Criteria

The Diploma is open to anyone who has at least 2 years previous experience or relevant Certificate level qualifications from the **iam** or other bodies. The Diploma can normally be completed in 1 to 2 years, depending on the time individuals have available.

Programme Content

The Diploma in Administrative Management is made up of five units:

People in organisations

The aim of this unit is to develop an appreciation of the people management functions within the organisation, improve leadership and management capability and develop an understanding of the importance of self-management and continuing professional development. Behaviour within the organisation will be analysed and types of organisational culture, and their impact on individuals and the organisation, will be identified.

Administrative systems and processes

This unit provides a general introduction to the relevance of the systems approach for the design and conduct of administrative activity. It introduces candidates to the role that systems thinking can play in understanding the contribution administrative processes make to organisational effectiveness. Students will be able to explain the role and purpose of different types of systems in an organisation and describe the methods for improving their operation.

Professional administration

The effective management of administration is essential to the success of the organisation as a whole. The aim of this unit is to consider administration in its wider organisational context. It introduces students to some of the key concerns of administrative managers within a rapidly changing environment and develops in the student an understanding of the role of the professional administrator in achieving organisational objectives.

Information for decision making

To survive in a rapidly changing, competitive environment, every organisation must be able to collect, communicate and process information in such a way that managers within the organisation can make effective decisions in pursuit of the organisation's objectives. Students will develop an appreciation of the need for quality information in organisations and the importance of managing that information.

Case study or project report

The final unit offers students the opportunity to apply their new skills and learning to a 'real life' work related situation. Two options are available – they can take a case study examination answering questions based on a realistic scenario which is provided for study in advance. Alternatively, students can undertake a project in the work place, submitting a "project report" for marking to complete this qualification.

Whichever option is chosen, this unit enables students to put theory into practice and to demonstrate their understanding of the whole programme in a real way.

Assessment

Units 1 - 4 are assessed by a three hour unseen written paper comprising two sections A and B.

Section A has eight compulsory short answer questions designed to test candidates' knowledge and understanding of concepts and terminology.

Section B has a choice of two questions from four designed to assess the candidate's appreciation of the unit. A question will be set from each area of the Learning Syllabus.

Unit 5 is assessed either by a three hour case study exam, or by a 3,000 – 4,000 word project report.

In order to prove that the project is the candidate's own work, all candidates are required to complete the project report declaration form and submit it to the **iam**, together with the project report.

Progression

Students can progress from this qualification to the Advanced Diploma in Administrative Management



Where to Study

All iam qualifications are designed to be studied in a flexible manner, to suit the needs of today's working student. Individuals may attend colleges and other institutions, or private sector training organisations, or study by a structured programme of tutor supported open learning. A list of tuition providers is available on the iam website.

The iam produces study guides for the Diploma to supplement tuition and provide a framework for independent study. The guides contain background information to each unit and activities that help students to reflect on the subject. The iam and Accredited Centres strongly recommended that students buy the guides in order to support their studies. More information on the guides is available on the iam website.

Fees

Fees for the Diploma programme are as follows:

- Registration and certification £100
- Units 1 – 4 examinations £45
- Unit 5 Case Study/Project Report £55

Registration is valid for 24 months and includes free Student membership.

Assessment fees are only charged as they become due as the student progresses at their own pace. Information about registration for examinations and assessment is available on the 'student information' section of the **iam** website.

The modes of study, courses and services offered by tuition providers vary between providers, as do the tuition fees charged. Students are therefore advised to contact the tuition provider of their choice for further information about tuition fees.

Next Steps

If you are interested in the Diploma in Administrative Management, please complete and return the attached registration form. You should then enrol with a tuition provider of your choice.

Registration form for the Diploma in Administrative Management

Please complete the form (in BLOCK letters) and return to the iam with your remittance.

Name:	
Address (must be cardholders address):	
Country:	Postcode/ZIP:
email:	Telephone:
Membership Number (if already held):	

I am enclosing a remittance for:

£100.00 registration fee

Cheque/Bankers Draft

(payable to 'The Institute of Administrative Management')

Debit card:

Delta Solo
 VISA Switch

Switch only:

Issue No: /
Start Date: /

Credit card:

VISA Mastercard

Card No: / / /
Expiry Date: /
Security No: (Last 3 numbers on reverse of card)

Signature:

Date: / /

Return to: Customer Services, iam, 6 Graphite Square, Vauxhall Walk, London, UK, SE11 5EE Fax: +44(0)2070912619 email: info@instam.org

Your order represents an offer to us to purchase a product and/or service which is accepted by us when we have dispatched the product and/or service to you. You have the right to cancel your order within seven working days of delivery (starting the day after you receive the goods or the day after the contract for the supply of services is concluded) and return them for a full refund. For full terms and conditions please see www.instam.org

For UK Candidates ONLY.

Please complete the following questions for monitoring purposes only:

Q1: Date of Birth:

/ /

Q2: Gender:

Male
 Female

Q3: Ethnicity:

Asian or Asian British - Bangladeshi
 Asian or Asian British - Indian
 Asian or Asian British - Pakistani
 Asian or Asian British – any other Asian background
 Black or Black British - African
 Black or Black British - Caribbean
 Black or Black British – any other Black background
 Chinese
 Mixed – White and Asian
 Mixed – White and Black African
 Mixed – White and Black Caribbean
 Mixed – any other Mixed background
 White - British
 White - Irish
 White – any other White background
 Any other
 Not known/Not provided

Q4: Learning Difficulties/Disabilities:

I consider myself to have a learning difficulty and/or disability and/or health problem
 I do not consider myself to have a learning difficulty and/or disability and/or health problem
 No information provided

If you consider you have a learning difficulty and/or disability and/or health problem, please answer Question 5 and/or Question 6:

Q5: Disability

- Visual impairment
- Hearing impairment
- Disability affecting mobility
- Other physical disability
- Other medical condition (for example epilepsy, asthma, diabetes)
- Emotional/behavioural difficulties
- Mental ill health
- Temporary disability after illness (for example post-viral) or accident
- Profound complex disabilities
- Multiple disabilities
- Other
- No disability
- Not known/information not provided

Q6: Learning Difficulty

- Moderate learning difficulty
- Severe learning difficulty
- Dyslexia
- Dyscalculia
- Other specific learning difficulty
- Multiple learning difficulties
- Other
- No learning difficulty
- Not known/information not provided