



iam Introductory Award in Administrative Management

Learning Diary

The **iam** defines administrative management as “the effective and efficient development, implementation and management of the organisation’s systems and resources to achieve its goals and objectives”.

The target audience is for people who are working at a level where they are managing their own work and want to develop their management skills to include others

The learning diary is a way to reflect on the learning that has taken place and enable candidates to understand how this learning can be used in their current or future roles. The learning diary should be used to log the learning that has taken place and give a short reflection on the learning that has taken place and what you might do differently in another unit

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Curriculum Vitae

Name

Address

Professional Qualifications

Employment history

Interests/hobbies

References

1.

2.

Completion of SWOT analysis

Complete a SWOT analysis related to your role. In addition you need to consider the possible directions of your career.

Strengths

Opportunities

Weakness

Threats

Personal Professional Development Plan (Indicative Word Count 200)

Review where you are in your career. Using your SWOT analysis produce a plan of your development needs.

Where am I now?

Development needs in next 6 months

Development needs in next 3 years

4. Implementation (Indicative Word Count 100)

Develop an action plan of how you are going to achieve your development

Action plan

5. Learning Diary

Keep a diary of your learning under the following headings. You need to use your evidence to reflect on

- Your learning
- How will this learning impact on your
 - Role
 - Organisation
- How you will use this knowledge in your future management development

The learning diary is a document that is meant to be useful to yourself and inform your future. You should share this information with your tutor/line manager or mentor. Centres will assess your learning diary and the **iam** will sample learning diaries as part of their moderation process.

5. Learning Diary				
Indicative word count 200 words per section				
Unit 1 Inside the Organisation	Date	Learning that has taken place	Impact	Mentor/line manger signature
1. Understanding your organisation:				
Managing Organisations				
2. A systems view of the organisation:				
Unit 2 Working With People				
The purpose of 'work'				
Dealing with change				
Working in teams				
Unit 3 Administrative Practice				
Managing information resources				
Technology in administration				
Improving administrative practice:				

6. Learning Outcomes		
Unit 1 Learning Outcomes: On completion of this Unit, the successful candidate will be able to:	Unit 2 Learning Outcomes: On completion of this Unit, the successful candidate will be able to:	Unit 3 Learning Outcomes: On completion of this Unit, the successful candidate will be able to:
<ol style="list-style-type: none"> 1. Describe an organisation in terms of its purpose, objectives, structure, culture and systems. 2. Explain the role of a manager, and the importance of effective support roles, in achieving the organisation's goals. 3. Understand the concept of workflow and of efficiency and effectiveness in relation to administrative performance. 	<ol style="list-style-type: none"> 1. Explain the purpose of jobs and the importance motivation and satisfaction in relation to administrative roles. 2. Identify the causes of change in an office environment and propose techniques for minimising employee resistance and stress. 3. Understand the importance of teams in the workplace and the factors involved in successful team working. 	<ol style="list-style-type: none"> 1. Identify the different users and uses of information in a work organisation and good practice in managing information resources. 2. Use information and communications technology to improve information flow and business communication processes. 3. Propose ways for improving the efficiency and effectiveness of administrative procedures and processes.
Reflect on the learning outcomes of the units and how far you feel that you have attained these. (Indicative 200 words)		

7. Mentors	
Comments/feedback	
Completion of detailed SWOT analysis	
Relevance to job content	
Mentor comments/feedback	
Identification of improvement and development needed	
Identification of opportunity options and actions needed	
Identification of threats/changes and actions needed	
Mentor comments/feedback	
Identification of skills/knowledge to be developed	
Evidence of setting SMART objectives and prioritisation	
Appropriateness of actions identified in relation to Plan	
Relevance of actions to job and career development	
Detailed record of work-based experience and actions	
Monitoring progress towards goals and addressing problems	
Achievement of learning outcomes within time-frame	

Reflection and Analysis on Units	
Unit 1	
Unit 2	
Unit 3	
Overview of unit reflection	
Quality of reflection on CPD activities; evidence of learning	
Overview of Learning Diary	
Mentor Signature	