

The Certificate in Administrative Management

IMPROVE YOUR PROSPECTS

The Certificate in Administrative Management has been developed for individuals who want to prepare for a career in Business Management and offers a clear route for you to become a truly professional manager. The Certificate will maximise your personal development, helping you to progress to roles supervising and training others and improving your understanding of how to get the most out of teams. For more information please contact an accredited centre or visit the IAM website.

www.instam.org

qualifications that build careers

The Certificate in Administrative Management

The Certificate in Administrative Management is accredited as a Level 3 qualification by the Regulatory Authorities in England, Wales and Northern Ireland. Holders of the Certificate in Administrative Management may progress on to the Diploma in Administrative Management. The qualification is assessed through externally marked assignments and can normally be completed in 6 to 12 months, depending on the time you have available.

Inside organisations

This unit develops an understanding of the impact of the wider organisational context and an individual's personal performance. The organisation is examined in terms of its purpose, objectives, structure, culture and systems.

Working with people

This unit examines the purpose of jobs and the importance of motivation and satisfaction in relation to administrative roles. The causes of change in an office environment are identified and the techniques for minimising employee resistance and stress are introduced. The importance of teams in the workplace and the factors involved in successful team working are also 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 are identified. The ways to improve the efficiency and effectiveness of administrative procedures and processes are also highlighted.

Learning diary and project report

Assessment for this qualification is in two parts. Evidence of the application of skills for employment and academic achievements will be recorded in a learning diary and a project report demonstrating knowledge and skills will also be completed.

NEXT STEPS

Full details of the Certificate in Administrative Management, including a detailed outline of the syllabus, fees and an application form are available from accredited centres or on the IAM website. www.instam.org

IAM Qualifications

All IAM qualifications are tailored to give you the best possible learning experience, whether studying full time or part time:

- **Developed with employers:** Qualifications are based on research and feedback from employers
- **Flexible study modes:** Study through distance learning or at IAM accredited centres
- **Direct access to universities:** A proven route to first degree and masters degree programmes at numerous UK universities
- **Free study materials:** Written by subject experts help you through the qualification
- **Four exam sessions:** Decide how quickly you progress without the need to cram twice a year
- **Free student membership:** Be eligible for full membership of the prestigious IAM after completion



Established in 1915, the Institute of Administrative Management is the UK's leading professional body for practising and aspiring business managers at all levels. IAM members are professionals managing key operations for organisations in over 70 countries around the world. IAM qualifications and membership of the Institute will provide you with the expertise, knowledge and practical skills to sustain your competitive advantage.

