



Honours (Higher) Diploma
on
Administrative Management



Learn the skills and knowledge needed to be a successful middle or senior manager, administrator or executive.

A very popular Programme which provides valuable, interesting and practical knowledge of management, administration and a range of related fields and advanced management theory, as well a wide range of other important areas needed for career and managerial success. The possession of an Honours Group Diploma demonstrates knowledge and ability and indicates that the holder has the competence, understanding and potential to become a successful senior manager, administrator or executive.

The Programme comprises of four key 'courses'; there are three (3) compulsory/mandatory courses of study and one (1) option/elective, as follows: -

Compulsory/Mandatory:

- Office Management & Administration
- Computers & IT in Business & Management
- Advanced Management & Administration Theory & Practice

plus one of:**

- Public Administration

OR

- Communication in Business & Management

OR

- Insurance Principles & Practice

OR

- Health & Safety in the Workplace

**more than just one of these Subjects may be studied if preferred - ask the College for details.

Summarised details of each course comprising the Honours Diploma:

OFFICE MANAGEMENT & ADMINISTRATION

- The functions of the office; range of activities.
- The duties and responsibilities of managers/administrators.
- Organisational structures, organisation charts, technical/human management; objectives, policy.
- Office location, centralised and decentralised, layout, design; furniture, furnishings, decor.
- Environmental features: heating/cooling, lighting, ventilation, cloakrooms.
- Accident prevention, safety and security of staff and equipment, noise reduction.
- Office machines and equipment, copiers, computer systems.
- Computer networks, databases, email, security, word processing, desk top publishing, filing systems.
- Business letters, memoranda, reports: features.
- Recruiting, job analysis, employee specification, interviewing.
- Inducting, training, motivating, supervising, controlling, grading, ranking, remunerating, counselling.
- Trade unions, their purposes, the management role, averting discontent.
- O & M studies, their purposes and implications, efficiency and professionalism.
- Communication, preparation, telecommunications, incoming and outgoing mail.
- Meetings, agendas, minutes, conferences.
- The reception functions and tasks, receptionists and the needed qualities, knowledge and skills.
- Business forms and documents; their design, layout and order; form codes.
- Financial matters, principles of accounting: cashiering, bank accounts, budgets, budgetary control.
- Employee development, promotion.
- Computerisation: needs analysis for a department or company, computer system specification.
- Data security and protection - threats and actions to be taken.

COMPUTERS & INFORMATION TECHNOLOGY IN BUSINESS & MANAGEMENT

- Computers & technology in business; aids to management and administration; a decision-making tool.
- Computer characteristics, advantages, limitations; human factors.
- IT development, mass technology.
- Digital information, computer hardware, the CPU, interfacing, memory, bootstrapping, storage.
- Input and output devices; understanding the technology, how it works; data orthogonality, programming.
- Operating systems, programming tools, computer languages, codes, applications.
- Information flows, security, location.

- Understanding digital information, hardware systems and software operations.
- Using software: forecasts, modelling, graphs, analysis; competitor and market analysis.
- Understanding and using business intelligence.
- Communication devices, protocols, networks, internet, IPs, URLs.
- Practical uses of computer systems: property, hotels, insurance, retail, production, sales, accounting and communications, forecasting, planning.
- Digital and print media technologies.
- Websites and website design.
- Objectives of computerisation.
- Choosing and implementing a computer system; testing, introduction, functionality.
- Efficient running and maintenance of an IT system.
- Business continuity, back-up, disaster recovery.
- Dealing with cyber-attack, security issues and threats.

ADVANCED MANAGEMENT & ADMINISTRATION THEORY & PRACTICE

- The evolution of management theory, principles of management.
- The classical and early theorists; Fayol, Weber, Taylor, Mayo, scientific management, authority, discipline, modern developments.
- Organisational theory: objectives, categories, ownership, environmental factors and interaction.
- Open and closed systems theory.
- Coordination, cooperation, structure, control.
- Communication and communication theories and channels.
- Organisational structures, planning, growth and development, organisation charts, systems diagrams.
- Duties and responsibilities of executives, delegation, responsibility.
- Mission, vision, values, MBWA.
- Motivational theory: human relations, social psychology; self-realisation, motivation-hygiene, expectancy theory.
- The theories of Argyis, Maslow, McGregor, Likert, Herzberg, Vroom, Handy; intrinsic and extrinsic factors.
- Leadership theory: traits, style, contingency; theorists.
- Building and developing workgroups, group behaviour, norms, cohesiveness.
- Managing change, creating and managing culture.
- Moss Kanter, learning organisations and entrepreneurship.
- Strategic management; the theories of Fayol, Chandler, Andrews, Ansoff, BCG, Porter, SWOT.
- Environmental and competitive barriers to entry, industrial competitiveness.
- Corporate objectives, policies, business ethics, social responsibilities.

PLUS, one** of:

COMMUNICATION IN BUSINESS & MANAGEMENT

- Principles and benefits of effective communication, internal and external needs; removing barriers, two-way flows; feedback, the grapevine.
- Communication channels: oral, written, visual, electronic.
- Producing and using charts and graphs.
- Communications concerning employment, promotion, employee specifications, staff matters and relationships.
- Lines of communication: vertical and horizontal, trust, teamwork.
- Business letters, good English, lay out, composition, grammar, language, style.
- Sales letters, literature: catalogues, pamphlets, follow-ups, circulars, announcements, advertisements, letters of complaint, other letters.
- Enquiries, quotations, orders, payments; design of forms; business documents: invoices, credit notes, features and accuracy; produced manually and by computer.
- Financial terms and expressions, financial communications.
- Meetings: formal and informal, preparing notices, agendas, minutes; employment interviews, induction and training; reports; research.
- Dictating, drafting, preparing, despatching letters, filing, filing systems.
- Telecommunications, computer mediated communication, technology, telephones, SMS, email.
- Data and information, making copies, security, word processing, DTP.
- Broadband, websites, LANs.
- Communications equipment, their management, use and control.

OR:

INSURANCE

- Nature and purpose of insurance, types and natures of risks, methods of reducing effects of risks.
- Insurance and the Law, insurance contracts.
- Classes and types of insurance and their purposes.
- Insurable interest, utmost good faith, material facts, voidable contracts.
- Indemnity, subrogation, contribution, proximate cause, physical and moral hazard.
- Regulation of insurance businesses and the insurance industry.
- Insurance contracts and proposal forms, layout, cover notes, certificates, policy documents.
- Premium rating, contract renewals, claims procedures, total and partial losses, average.
- Transportation insurance: marine; hull, cargo, voyage; aviation, transit, motor.
- Liability, cover offered in different personal and commercial policies, no-claim bonus, excess.

- Personal and commercial property, scope of cover, accident, pecuniary and liability insurances.
- Personal accident, sickness, health and life insurances, national insurance.
- The insurance 'market': buyers and sellers, types of insurers, intermediaries, Lloyd's, reinsurers.
- Organisation and operation of insurance companies, branches, directors, reserves.

OR:

PUBLIC ADMINISTRATION

- The nature and roles of public administration in the world of changing public expectations.
- Public administration in the implementation of government policy and its affect on the daily lives of citizens.
- The institutional setting of public administration: organisational structures, central government.
- The public sector, the environment, "green" policies, gauging their impact and outcomes, implementation.
- The civil or public service: public administrators, duties and responsibilities, behaviour towards the public.
- Traditional roles, recent changes, the modern civil or public service; economy, efficiency, equity.
- Human resource management: recruitment, training, remuneration, supervision and control, promotion - vertical and horizontal - in public administration.
- Integration, continuity and change.
- Structure and functions of local administration; duties and responsibilities of local administration officials, local government service, bureaucracies.
- Elected and employed officials, central government control.
- Financing the public sector, allocating resources for central and local administration.
- Budgets and budgetary control, financial control, audits.
- Independent public bodies.
- Health and voluntary agencies.