# PROSPECTUS

## UNITS

### IT Units – Microsoft Office

Outlook, Word, Excel, PowerPoint
Access, Publisher, Internet Browsing Software

### Administration Units

Business Meetings and Minute Taking
Business Trips, Diary Management
Business Events, HR Recruitment
Research and Report Writing
Composing Business Documents
Petty Cash, Budgets and Expenses
Reviewing Office Procedures
Business Organisations
Delivering Presentations, Chairing Meetings, Legislation, Staff Training Reviews, Team Leadership

### PD Skills

Confidence and Self-Esteem Building Skills, Communication Skills, Organisation Management Skills, Relationship & People Management Skills, Social Media and Networking

### Leadership Skills

Team Leadership, Performance Management, Coaching and Communication, Managing Projects, Effective Negotiations

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Our online distance learning Office Manager Diploma is accredited by NCFE CQ at Level 3 and is our highest course for those following an Administration/Office Manager career.

The course is also CPD recognised (Continuous Professional Development).

This course is highly recognised by employers from a wide range of business sectors including NHS, local government, banks, corporate and small businesses.

The course is suitable for those already working as an Administrator or Office Manager and looking to gain recognition for existing experience as well as develop skills and knowledge to increase job and promotion opportunities.

## ACCREDITATION BY NCFE CQ AND CPD

This Diploma is a fully accredited qualification by NCFE CQ, awarding organisation recognised by UK qualification regulators.

NCFE qualifications are both UK and internationally recognised.

### NCFE CQ10453 – OFFICE MANAGER DIPLOMA (LEVEL 3)

*You will also be awarded the following individual Diplomas and Certificates:*

**CQ10447 – Advanced IT User Diploma (Level 3)**
**CQ10445 – Advanced Administration Diploma (Level 3)**
**CQ10448 – Managerial Administration Diploma (Level 3 or Level 4)**
**CQ10473 – Personal Development Skills Certificate (Level 3)**
**CQ10471 – Leadership Skills Certificate (Level 3)**
*CQ10464 – Teeline Shorthand Diploma (Level 3) – Additional Option/Cost*

Level 3 is advanced level and the Office Manager Diploma has been benchmarked using Ofqual's QCF level descriptors to allow you to consider the depth of study, and level of difficulty involved.

Further information about **NCFE Awarding Body and accreditation.**

# IT UNITS – MICROSOFT OFFICE

This section of the course covers all the key programs from Microsoft Office, the main programs used in the business world.

You will study the core features and tools in each program before moving onto more advanced features, enabling you to save time, manage your workload effectively and produce professional documents to cover a wide range of business requirements.

You can use either Windows based MS Office or Mac version.

## Word – Word Processing

This is the largest program in Microsoft Office suite and the one you will use daily in your professional career.

You will be able to create a range of different business documents, edit them effectively and with confidence, use different formatting techniques to enhance their design, use automated features to help speed up the production rate and reduce repetitive tasks including advanced design and tracking features.

This section of your course is linked with the Business Documents where you will develop your skills further specialising in producing key business documents.

## Outlook – Email and PIM

The core program used today to communicate with both colleagues and clients/customers.  In this unit you will learn how to organise your Outlook filing system, use alerts, building blocks, signatures etc effectively to reduce your workload on repetitive tasks.

Managing your inbox effectively is essential for the discerning office professional.

You will also study the Personal Information Management section of the program identifying how and when you can use these features to help you cope with your busy schedule.  Covering different features such as tasks, to do lists, contacts and address book, calendar, using automated features to help organise your boss and yourself.

## Excel – Spreadsheets

Another main program used in the business world to present statistical information, financial records and to help record key information such as petty cash payments, manage budgets and expenses.
Topics you will study cover the core tools and features and then you will move onto creating calculations using formulae and functions enabling you to produce charts and graphs for a wide range of different business requirements.

You will also develop your ability in producing different reports and using effective formatting techniques – essential for business meetings, department reviews etc.

This unit is linked to the Petty Cash, Budgets and Expenses unit as well as other Administration units where you can use Excel as a tracking document.

Excel is a very versatile program and understanding the different ways you can use the program will help you to manage your workload effectively.

## PowerPoint – Presentations

This unit will not only cover the skills required to produce electronic presentations, but will also develop your design skills so you will have the knowhow required to produce a professional presentation for key projects, meetings, training sessions etc.

Many features are similar to Word but you will also develop your ability to have effective animation, sound/narration, timings to suit the topic and purpose of the presentation ensuring the audience can fully understand the content and engage with the information being presented.

Keeping your presentations clear, not overly complicated and not too busy with different effects is the key!

## Access – Databases

All business organisations rely on having key information at their fingertips.

Databases are a key source of information that can be used to house useful information about clients, suppliers, research, personnel within your organisation etc.

Being able to update a database ensuring the information is recorded correctly and in the right format is essential.

Knowing how to build queries to match specifications requested by management as well as produce reports from such queries is included in this unit.  These results will be used in many decision-making meetings and ensuring the integrity of the data is effectively managed is essential.

## Publisher

This is a small program used to produce professional business documents.

Many features are similar to Word, but this program provides additional design options and techniques to ensure your marketing documents look effective and polished.

You may well be involved in producing some marketing documents, reports or information documents where using Publisher will enhance your documents effectively.



## Internet Browsing Software

This unit links with many other units especially when involving research on the internet.

Having the ability to navigate effectively whilst researching for information is useful as well as being more aware of being safe on the internet and knowing how to download and store information.

Research is a task carried out daily by those working in a professional office role.


Siobhan

*"The standard of training and communication is second to none.  I would highly recommend this college, especially to those in employment as the course is so flexible and allows you to take a backward step if work is particularly busy and vice versa."*

# ADMINISTRATION UNITS

This section of the course covers a wide range of administrative responsibilities you will be required to do in your role.  You will find that these units link with the IT skills section of the course as you will use many different programs to carry out these tasks.

## Diary Management

This unit is linked to the Outlook IT module as you will use a range of Outlook tools to help carry out diary management duties.

Knowing how to professionally manage your own diary as well as your line manager 's diary or even the diary for the CEO is one of the core skills required in professional office roles.

Communicating effectively with all those concerned is essential and ensuring there is sufficient information contained in each entry is the key.  This avoids confusion and mishaps and reduces the risk of something going wrong!

Learning about the benefits of running both a manual and electronic diary system is also covered in this unit.

## Business Trips

This unit follows on from learning how to use browsing software so you can start to put into practice newly learnt skills in a practical way, as you work through the step by step procedure required when organising a business trip.

You will learn a range of hints and tips on how to manage different situations and problems, the range of documents required and how to present professional documents for your travellers using your Word and Excel skills.

Ensuring you communicate effectively to all those concerned in the business trip, providing the right level of detail, as well as the right range of information in professional communication and documents will ensure a smooth and effective business trip.

## Business Meetings

Organising a business meeting is of course a key responsibility for office professionals.  You will learn how to prepare and plan for a meeting, liaise with different departments, people and organisations to ensure the meeting is a success, draft and prepare agendas, manage invitations and track your progress.



You will also study what to do on the day of the meeting and your role in minute taking.  Those studying shorthand on their course will have the added benefit of using this skill to take down minutes.

Finally, you will learn how to prepare the minutes and the correct procedure to follow after a business meeting to ensure effective continuity whilst ensuring that all parties are kept informed.

## Analysing and Composing Business Documents

This unit will develop your ability to compose and design a range of different business documents including correspondence to resolve a range of typical business situations, where tone, tact and diplomacy is required, reports from given information ensuring you follow the conventions of business report writing, blogs providing information/updates and effective questionnaires/surveys used in many different ways but especially relevant when running a business event. These skills will be used in other units as you work on more complex roles and responsibilities you will meet in your professional role.

## HR Support



This unit will develop your skills in researching vacancies within your organisation, preparing Job Analysis, Job Descriptions and Person Specifications, documents for approval, composing job adverts ensuring they are compliant with legislation, interview planning and preparation including providing sufficient documents to fully support all those involved on the day, and finally communicating with candidates appropriately covering a range of different requirements.

All organisations need to recruit staff and being able to support either the line manager responsible or the HR department will be useful as well as enabling you to have an insight as to how recruitment is carried out.

## Business Events

Organising a business event can be very interesting with a wide range of tasks and duties to carry out.

You will develop your understanding of the different roles and responsibilities needed in the preparation of a business event and develop advanced tracking skills to ensure the project is on schedule.



You will learn about the marketing elements of a business event, people management skills and organisation, liaising with suppliers, speakers and delegates, working closely with the venue, carrying out relevant research, reporting to management, monitoring progress and liaising with your team.
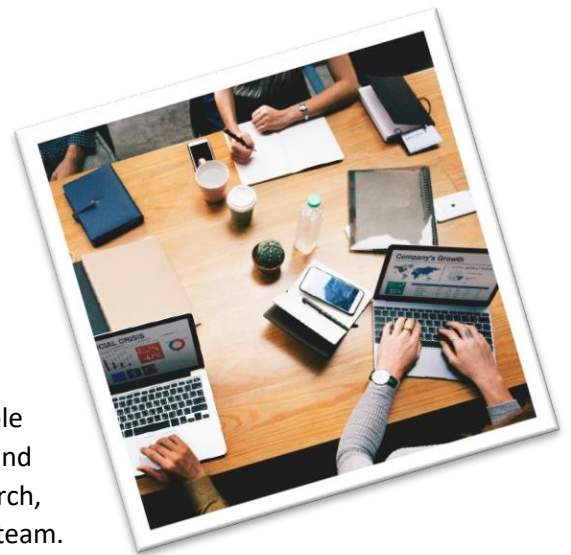
You will also look at the range of different documents required for a typical business event and their relevance in helping to track the planning for the event as well as marketing and publicity documents.

## Business Organisations

Business organisations come in all sorts of shapes and sizes and having a better understanding as to their structure, roles and responsibilities of different personnel, different departments, and stakeholders will help you to understand your role and position within the organisation.

This is a short unit covering some background information which you will find useful when working in different types of business organisations throughout your professional career.

## Petty Cash, Budgets and Expenses

This short unit covers useful topics in managing a range of specific tasks you may well be responsible for.

Using Excel to set up an impress system to manage petty cash payments and recording key information required by the Accounts Department as well as looking at managing budgets and expenses and setting up an effective spreadsheet to ensure you keep the finances on track for your department or a specific project.

## Analysing and Reviewing Office Procedures

This is a specific role you may well need to undertake whilst working as an office professional. You will use your research skills, report writing skills and Word skills to complete this unit.

All organisations have procedures and being able to review these from time to time, identify adjustments required to improve the procedure and report to management are useful skills to help improve the smooth running of your office.

Helping to maintain and improve different office procedures will ensure your colleagues and department are able to keep up to date with changes as your business organisation grows and develops and adjusts to the never-ending market trends and changes to technology.

You will learn how to break down a procedure into steps, identify the importance of each one, develop your ability to relate to the procedure, its purpose and desired outcome and value to your role, your team or department and the organisation as a whole.

## Research and Reporting

This unit pulls together many skills you have already studied on the course enabling you to complete an advanced research project to provide you with the right skills for such a task in your professional career.

Having learnt how to display reports, edit them effectively, use advanced Word skills, developed your research skills as well as your ability to plan, organise and design, this unit will enable you to show case the full range of skills you now have confidently developed throughout the course.

Being able to complete a complex research project is a key skill required for office professionals as well as understanding the different stages to ensure a logical and effective approach, identifying reliable and factually correct information, how to collate information and reformat into a professional report which is fit for purpose and meets the requirements set out in the brief.

## Legislation

As you will be responsible for others within your team as well as liaising with customers and clients and other departments, having a good knowledge of relevant legislation affecting your working life is important.

You will develop your knowledge and understanding on how different legislation impacts on your office based working life, key elements to observe and be able to advise and guide your team.

You will also develop your understanding about codes of practice your organisation will have in place, appreciate their value and importance in helping the organisation to maintain a professional working environment.

## Chairing Meetings

This unit will build on the knowledge and skills you have studied in the Business Meeting unit. It also links with your Personal Development skills and your Leadership skills.



You will be learning how to plan and prepare for a business meeting to meet specific aims and objectives, how to chair a business meeting observing the Agenda you have prepared, use your people skills to ensure appropriate engagement within the meeting, maintain good time management and ensure aims and objectives are achieved.

The assessment for this unit can either be an office-based business meeting which you plan and prepare, and a witness will be required to observe your performance, or you can complete a written assessment from a given assignment.



## Delivering a Presentation

You will have already developed your PowerPoint skills to an advanced level as well as your skills in understanding the importance of body language, listening and questioning skills, people management skills as well as the knowledge you will have studied in the Leadership skills lessons.

All of these skills will be used to develop your ability to deliver a presentation suitable for staff training, at an event or business meeting etc.

You will learn how to plan and prepare for the presentation to meet specific aims and objectives, create sufficient supporting documents and a PowerPoint presentation if required and prepare a questionnaire for feedback to help with self-development.

The assessment for this unit can either be a presentation which you plan and prepare, and a witness will be required to observe your performance, or you can complete a written assessment from a given assignment.

## Staff Training Reviews

This unit again links with a wide range of other units already studied on the course. You will be focusing on developing your ability to liaise with colleagues appropriately, identify and plan suitable training to meet their needs and the needs of your organisation.

You will learn how to manage a personal interview style meeting, use your people skills, communication skills, planning and organisation skills and prepare a report for management.

The assessment for this unit can either be office-based where you will plan training for a colleague/team member and a witness will be required to observe your performance whilst carrying out the interview meeting, or you can complete a written assessment from an assignment.

## Team Leadership

This unit will utilise the knowledge and understanding you have learnt in your Personal Development Skills, IT, Administration units and your Leadership skills units.

You will develop your ability to lead your team to complete a set project or to manage their weekly workload. You will be developing your ability to identify your team's strengths and weaknesses, how to allocate tasks to suit skills and personalities to ensure your team has an effective outcome.

You will also be developing your ability to organise and plan the workload effectively, ensure you provide sufficient support to each team member, address concerns, problems etc throughout.

You will also learn the value of carrying out a self-appraisal to identify what went well on the project you have led and what did not – so you understand the value of reviewing what could have been carried out differently and how this would impact on the overall outcome to improve for your next project or to help with the weekly workload your team is responsible for.

The assessment for this unit can either be an office-based team project or weekly workload which you plan and prepare for and a witness will be required to observe your performance, or you can complete a written assessment.

# PERSONAL DEVELOPMENT SKILLS



## Confidence Building and Self-Esteem

This unit covers core skills to help you maintain a good work/life balance by developing your knowledge and understanding as to how confidence and self-esteem can be affected, what and why this happens and how to develop techniques to improve your confidence and self-esteem and that of your team.

By reducing negative situations, enhancing your confidence and self- esteem will not only help you to cope with your role more effectively but also give you a better life balance as well as help those in your team develop their confidence and self=esteem.

## Organisational Skills, Stress Management, Ergonomics and Health

This unit is linked to the previous unit where you will start to learn about suitable simple exercises for you and your team to practice helping reduce aches, pains and stress and the importance of having proper breaks from your computer and workload to improve wellbeing.



You will learn more about stress – how it is caused and what happens and more importantly how to manage it effectively, so your wellbeing is improved and that of your team.

Ergonomics is also covered in this unit to help you to understand the importance of setting out your workstation to reduce and avoid health issues and appreciate the benefits of good ergonomics and to also monitor your team's workstations to ensure good wellbeing.

You will also look at developing your organisation and prioritisation skills to help with your workload and that of your team. Simple procedures, using different programs and manual systems can make a lot of difference to organising and prioritising your daily workload.



## Communication Skills

How to communicate effectively is such a core skill to have when working as an office professional. The consequences of poor communication can impact on working relationships, customer care and a happy working environment.

You will be looking at the role of body language and how this can impact both positively and negatively in different situations; how to manage office gossip to reduce its negative impact; the importance of good telephone techniques when speaking with either customers or colleagues; customer care skills and the ability to have effective questioning and listening skills.

This unit is relevant to all the other units you will be studying in this section of the course.

## Working Relationships and People Management Skills

Using the topics learnt in the previous unit, you will develop your skills further to have a better understanding on how to develop and maintain effective working relationships.

You will learn about the different types of boss styles, how to work with these, how to cope with a range of different types of situations including dealing with assertive situations, how to say no (nicely) and develop positive and rewarding working relationships. You will also be able to establish your own boss style which in turn will help you to develop effective relationships with your team.

Developing your people skills further will enable you to manage everyday situations so you will feel on top of your relationships with both customers and colleagues and of course your team.

## Social Media and Networking

This final unit in this section of the course will develop your knowledge and understanding about the importance and impact different social media platforms can have on both your organisation's image and to help further your career.

You will be looking at a range of different social media platforms such as Facebook, LinkedIn, Twitter and how to manage your social media presence and if responsible for your organisation's social media campaigns.

Networking is another important role you may be required to carry out to help enhance your organisation's branding and profile at different events. Networking for your own personal career is also highly recommended.

Knowing how to cope with networking so you have a positive experience is beneficial for both your organisation and your own career and that of your team.

# LEADERSHIP SKILLS

This section of your course will build on your Personal Development skills, as you learn how to lead effectively and cope with more responsibility.  Having a good range of underpinning knowledge and understanding when carrying out leadership roles will help you to manage a range of different situations and requirements you may have in your job role.

## Team Leadership Skills

This unit builds on what you have learnt so far with regards to body language, working relationships, people skills, stress management, communication skills and builds further looking into topics such as understanding about different leadership styles, developing our skills in motivation techniques, understanding more about emotional intelligence and the different characteristics of a team.

## Performance Management

This unit will development your ability on how to monitor performance of new recruits as well as existing team members. This unit links with other topics learnt in other units, but focuses on identifying the whole life cycle of an employee from recruitment, to induction, training and development, performance appraisal and promotion.

This unit is linked to the Staff Training Review unit.

## Coaching and Communication

This unit will develop your knowhow and underpinning knowledge about different coaching and communication techniques available to a leader to help them manage their team.

This unit will link with several units in the Managerial Administration Diploma.

## Managing Projects

You have already learnt a great deal about planning and working on a project.  This unit will break down the different stages of managing a typical project, identifying the purpose of each step and how they impact on the project as a whole.  The skills learnt in this unit are relevant to the Managerial Administration Diploma.

## Effective Negotiations

Having the skills to negotiate effectively in a range of different situations will enable you to secure a better outcome for a range of different tasks you are required to carry out as an office professional.

You will learn about different techniques, stages to negotiating and how to identify the negotiating style of others involved on the project.  The skills learnt in this unit are relevant to the Managerial Administration Diploma.
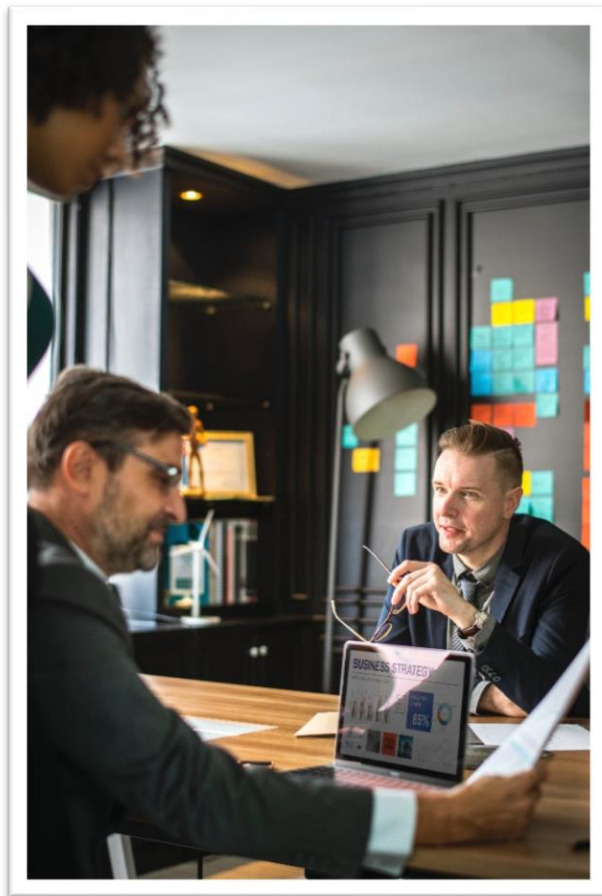
# COURSE PROGRAMME

## Section 1 – Core Skills

This section of the course covers some key skills which will be useful for studying your course and also to help you with key tasks you may need in your current role.  You may already have some knowledge of these topics and find you can complete some or all of these units at a fast pace.  For others you may find it useful to get to know Outlook and Word in more detail to help you cope with your role with more confidence.

1    Outlook - Email and PIM (Personal Information Management)
2    Diary Management
3    Confidence and Self-Esteem
4    Advanced Internet and Web Research
5    Business Trips

## Section 2 – Developing Skills and Knowledge

In this section you will be building on the skills and knowledge you have studied in the first section and applying these to complete more advanced modules covering specific areas of Office Manager tasks and responsibilities.  You will see a step up in developing your IT skills as well as your analysing and decision making.

6    Excel - Advanced Spreadsheets and Charts
7    Petty Cash, Budgets and Expenses
8    Organisation, Stress Management, Ergonomics and Health
9    PowerPoint - Electronic Presentations
10   Communication Skills
11   Business Meetings
12   Analysing and Composing Business Documents
13   HR Support
14   Publisher - Desktop Publishing
15   Working Relationships and People Management Skills
16   Social Media and Networking

## Section 3 – Advanced Section

In this final section of the course you will be take a further step up to cover roles and responsibilities that require more analysis and evaluation as well as decision making.  The IT programs covered in this section are more complex and the underpinning knowledge more comprehensive as you look at roles and responsibilities requiring a higher level of professional skill.

17   Business Events
18   Business Organisations
19   Access - Databases and Data Entry
20   Analysing and Reviewing Office Procedures
21   Research and Reporting
22   Word – Advanced Tools
23   Speed Typing Test

## Section 4 – Leadership and Management Section

This final section of the course will develop your leadership and management skills enabling you to cope with high level decision making as well as cope with demanding roles and tasks as an Office Manager.

24   Team Leadership
25   Coaching and Communication
26   Performance Management
27   Effective Negotiations
28   Managing Projects
29   Legislation
30   Chairing Meetings
31   Delivering Presentations
32   Staff Training Reviews
33   Team Leadership

The above order is designed to build your skills from the core modules, to intermediate level modules and finally to the more demanding modules as you progress through the course.  If you wish to study a particular module earlier than in the course programme – then just ask your tutor who can organise this.