

About the Course

The Higher Diploma in Administrative Procedures is designed for those who are working, or are preparing for work, in an administrative or secretarial role at a level which demands competence in a broad range of complex work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others is also required.

This competence-based qualification has been developed to provide progression from Level 3 Administration qualifications, already competent in a broad range of business related skills and requiring certification for a wider range of abilities in administrative procedures and for those following programmes in preparation for employment. The flexibility of the schemes allows candidates to demonstrate competence in a variety of environments, with evidence to support competence coming from activities at work, simulation/assignments, full or part-time study and prior achievements.

Candidates undertaking these qualifications should be encouraged to play an active part in their own learning. They will gain an understanding of what competence is and how standards of competence are assessed against performance criteria. This will prepare and encourage them to continue their lifelong learning through the uptake of NVQs in the workplace.

This qualification is made up of ten units of competence. Candidates must achieve a pass (or distinction) from the OCR Certificates in Text Processing:

Units

Unit 1 – Manage Business Communications

- 1.1- Plan and carry out oral and electronic business communications.
- 1.2- Plan and carry out written business communications

Unit 2 - Organise and Administer Business Meetings and Appointments

- 2.1- Organise and administer business meetings
- 2.2- Chair an informal meeting
- 2.3- Arrange and monitor appointments for self and others.

Unit 3 - Organise, Administer and Evaluate Business Events

- 3.1- Work within a team to organise and administer business events
- 3.2- Evaluate a business event.

Unit 4 - Organise Business Trips at Home and Abroad

- 4.1- Organise business trips
- 4.2- Prepare travel documentation

Unit 5 - Research and Present Information for a Specific Purpose

- 5.1- Research information for a specific purpose
- 5.2- Present information for a specific purpose

Unit 6 - Manage the Storage and Retrieval of information.

- 6.1- Evaluate information storage and retrieval system.
- 6.2- Monitor and supervise and individual in the use of an information storage and retrieval system.

Unit 7- Contribute to Financial Planning and Control Activities.

- 7.1- Draft a budget
- 7.2- Control a petty cash system
- 7.3- Analyse financial information

Unit 8 - Contribute to the Provision of Personnel

- 8.1- Prepare job analysis, job description and person specification
- 8.2- Contribute to the recruitment of personnel
Induct new staff.

Unit 9 - Supervise and Develop Staff

- 9.1- Plan and supervise work activities
- 9.2- Plan and conduct staff development reviews and identify training needs

Unit 10- Develop and Maintain Positive Working relations with colleagues and External contacts.

- 10.1- Present a positive image
- 10.2- Advise and inform others

For further information, please contact Petra Prusova on 01708 726 660 /0207 529 1445 or e-mail info@edencollege.co.uk /petra.prus@edencollege.co.uk

Please complete this slip and return it to Eden College, 5 Stanton Gate, Mawney Road, Romford, Essex, RM7 7HL



Name: _____

Job title: _____

Course Title: _____

Organisation: _____

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