LEWIS COLLEGE

Est. 1984

Quality education through distance learning.

OFFICE MANAGER DIPLOMA

Includes our 'Introduction to AI' unit at no extra cost.

PROSPECTUS

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NCFE CUSTOMISED QUALIFICATION

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The Office Manager Diploma is designed to give you a career as an Office Manager, being in charge of a team or department and responsible to senior management.

Our popular Office Manager Diploma qualification is well recognised in the business world with a range of national and smaller business organisations training their staff on this course.

Get up to speed with your IT and Administration skills as well as develop your people management and team leadership skills.

Specialist careers advice/CV design and guidance when applying for jobs also included.

ACCREDITATION BY NCFE CQ & 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.

CQ 10453 – Office Manager Diploma (Level 3)

You will also be awarded the following individual diplomas and certificates:

- **CQ10471** – Leadership Skills Certificate (Level 3)
- **CQ10472** – PA Skills Certificate (Level 3)
- ***CQ10464*** *– Teeline Shorthand Diploma (Level 3) (if you choose this additional option)*

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 CPD accreditation.

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Office Manager Careers

Having a career as an Office manager provides you with the opportuning to work in a vast range of different organisations and business sectors, such as….

- Multi-national organisations
- Home/Foreign Office
- BBC/TV & Film/Charities
- Marketing/Public Relations/Exhibition
- Publishers/Newspapers/Magazines
- Fashion Houses/Museums/Sport

This career is for you if want to have daily challenges, make decisions, be responsible for a team, enjoy meeting deadlines and reporting to senior management.

Salaries

The Office Manager role is quite varied and because of this the salary bracket is quite large. Starting positions from the £25,000 mark, the more experience and responsibility in the role, salaries can reach £50,000+ per year.

Source: reed.co.uk and accurate as of February 2024.

What this course offers you

This is a job specific, customised qualification designed to meet the needs of the Office Manager role. The qualification will make you job ready, more competitive, boost your confidence and give you a wide range of job opportunities.

Benchmarked to a standard recognised by UK awarding body NCFE using Ofqual descriptors so you know the training will be to business standards and fit for purpose.

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FANTASTIC TUTOR SUPPORT AND COURSE MATERIAL

This course can be studied from **home or the workplace** and is **100% online**.

You can access your course on our **Learning Hub** from your phone, tablet or computer at any time to suit you.

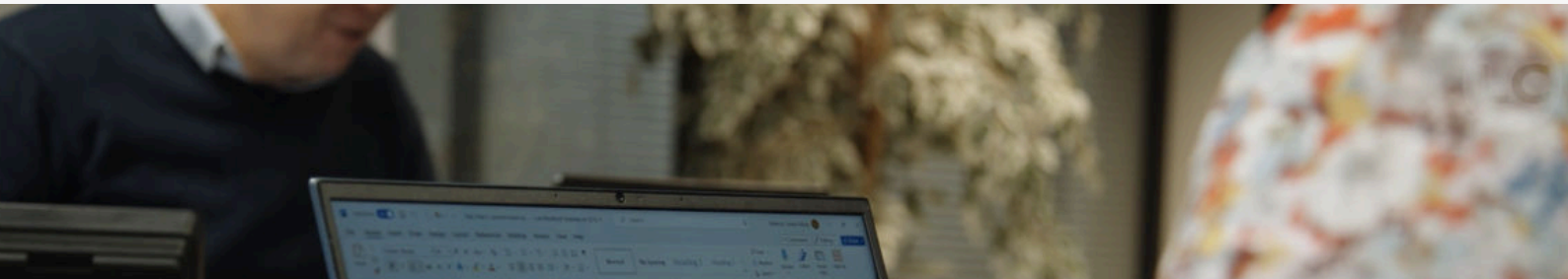
As a guide, the course will take up to **690 hours** to complete OR **24 weeks if studying full time** – less if you have relevant experience or knowledge.

This course is open for **24 months** to provide plenty of flexibility for holidays, illness and busy times so you can **study at a pace that suits you**.

You will have a range of different study materials and support as you progress through the course including:

- **Continuous tutor support** throughout the course, with a dedicated tutor for each unit, communicating through email and the option to book a telephone or video call with tutors.
- **2 textbooks** to cover the theory for the Soft Skills/Personal Development units and Leadership Skills.
- **Practical step-by-step exercises** to develop knowledge and understanding for the different Microsoft Office programs – for you to download and keep.
- **Demonstration videos** to illustrate how to use different features and tools in the Microsoft Office programs.
- **E-books** providing step-by-step processes for different Administration roles and responsibilities – for you to download and keep.
- **Audio files** for the Administration units so you can listen on your commute or around your home to provide more learning flexibility.
- **Office-style Assignments** to complete to consolidate new learning and submit for feedback and further support from tutors.
- **Worked examples** for further guidance.
- **Quizzes** to help consolidate new learning.
- **Interactive touch typing program** to develop keyboarding and touching typing speed.
- **Office Style Assessments** are completed at the end of each unit gradually building your Diploma as you progress through the course.
- **Careers advice and support** whilst applying for jobs is provided during the course and for up to 2 years after completion including designing a CV and interview techniques.

We are here to help you succeed on your course, make it enjoyable and help with the next steps in your career!



COURSE PROGRAMME

SECTION 1 – CORE SKILLS

This part of the course focuses on essential skills to support your studies and help with tasks in your current role. It covers Outlook, diary management, business documents, and the soft skills needed for an Office Manager position. If you already have experience in some areas, you may progress through this section quickly.

1 Outlook - Email & PIN (Personal Information Management)
2 Microsoft Word - Core Skills & Advanced Featured and Touch Typing
2 Confidence & Self-Esteem
3 Diary Management
4 Business Trips
5 Advanced Internet & Web Research
Introduction to AI

SECTION 2 – DEVELOPING SKILLS & 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 tasks covering specific areas of Administration responsibilities required in a typical Office Manager position. You will see a step up in developing your IT skills as well as your ability to analyse and your decision making. Your soft skills will also be developed helping you to cope with your demanding role.

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

SECTION 3 – ADVANCED SKILLS

In this section of the course you will 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 & Data Entry
20 Analysing & Reviewing Office Procedures
21 Research & Reporting
23 Speed Typing

SECTION 4 – LEADERSHIP & MANAGEMENT

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 What is Leadership
25 Motivation
26 Emotional Intelligence
27 Leading Effective Teams
28 Legislation
29 Recruitment & Performance Management
30 The Role of Coaching
31 Different Personalities & Behavioural Styles
32 Chairing a Meeting
33 Delivering a Presentation
34 Staff Training Reviews
35 Project Management
36 Effective Negotiations
37 Team Leadership

IT UNITS

A key skill for any Office Manager is to have a strong grasp of the full Microsoft Office suite. The IT units in this course cover the core features and tools in each Office application, before moving onto more advanced features.

You will learn how to utilise IT efficiently, manage your workload effectively and produce professional documents to cover a wide range of business requirements. In addition to learning about the practical side of the Office suite, we will take time to consider how it can be directly applied in the Office Manager role, so you can make an instant impact to your performance in the workplace.

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.

Design and edit tables properly, understand when to use the codes and breaks, run macros, merge and link documents, import data, utilise the developer tools to create interactive forms and questionnaires and collaborate with your team.

Outlook – Email and PIM

The core program used today to communicate with both colleagues and clients/customers. Learn how to organise your Outlook filing system, use alerts and building blocks effectively to reduce your workload on repetitive tasks.

Managing multiple inboxes effectively is essential for the discerning office professional. You will also cover the Personal Information Management section of Outlook identifying how and when you can use these features to help you cope with your busy schedule.

Take advantage of Rules, retention policies, collaborate with your executives, use permissions to ensure confidentiality when sharing and much more.

Excel – Spreadsheets

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

Create calculations using complex formulae and functions. Produce professional charts and graphs and develop your ability in producing different reports and using effective formatting techniques. Skills essential for business meetings, department reviews and a range of Office Manager roles.

Learn key cell references and arrays, automate your worksheets so edits and collaborations take effect for all. Run complex filters, link between workbooks. Protect and consolidate data, summarise and audit reports and use Goal Seek to provide forecasts that you and your Executives can work to.

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. .

PowerPoint – Presentations

Develop your design skills so you will have the knowhow required to produce a professional presentation for key projects, meetings, training sessions etc.

Create eye-catching, professional presentations with effective animation, sound effects and timings to suit the topic and purpose of the presentation.

Practice how to use speaker notes effectively so you deliver flawless presentations to your team or superiors every time. Ensuring the audience can fully understand the content and engage with the information being presented.

Incorporate charts, graphs and data from other applications, apply complex transitions and build automated slideshows that stand out.

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.

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"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." - Sioban

Publisher

The desktop publisher in the suite, this program provides complex design options and techniques to ensure your marketing documents look effective and polished.

Create a range of professional publications from name badges for a business conference to multi-page programmes for business events.

Take charge of page and object orientation, align and format accurately, improve the quality of images, review projects, import from other Office apps, link, collaborate and more.

Internet Browsing Software

Having the ability to navigate efficiently whilst understanding how to source reliable information is critical to effective research. As well as this the unit covers safety on the Internet, appropriate use and how to troubleshoot hardware or network problems.

Learning key research techniques lends itself to a number of administration and management units included on the course.

Introduction to AI

Harness the power of AI to streamline tasks, enhance productivity, and stay ahead in the modern workplace.

Artificial Intelligence is reshaping the way office professionals work — and this course is your gateway to understanding and using AI with confidence. Designed specifically for Executive Assistants, PAs, Office Managers, and other admin professionals, this practical course demystifies AI tools and shows you how to apply them effectively in your day-to-day role.

You'll explore real-world applications, get hands-on with tools like ChatGPT and Microsoft Copilot, and discover how AI can support everything from diary management to content creation — all while understanding ethical considerations and staying in control of the tech.

Whether you're already using digital tools or just starting out, this course will equip you with the knowledge and practical skills to embrace AI and futureproof your career.

ADMINISTRATION UNITS

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

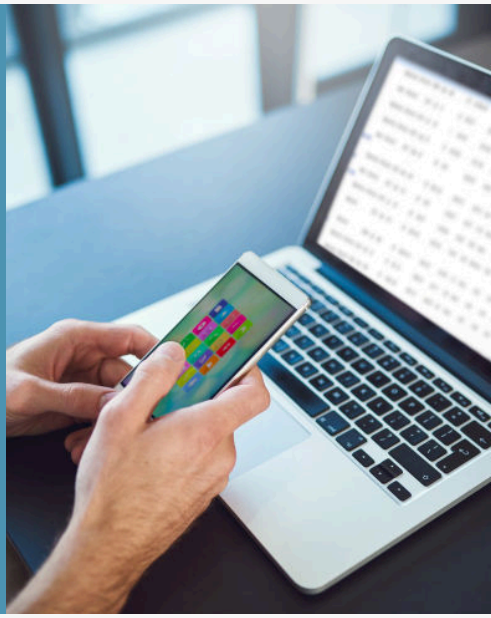
Diary Management

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 department's diary, 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.

Analysing & Composing Business Documents

This unit will develop your ability to compose and design a range of different business documents.

This will include 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.

Business Meetings

Organising a business meeting is 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.

HR Support

This unit will develop your skills in researching vacancies within your company.

Topics include; 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

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.

"Course content was thorough and easy to navigate, particularly as the material and assessments are accessible via the college hub. I would recommend Lewis College to anyone interested in changing career and gaining new experience, as well as anyone in the industry wanting to brush up on skills." - Victoria

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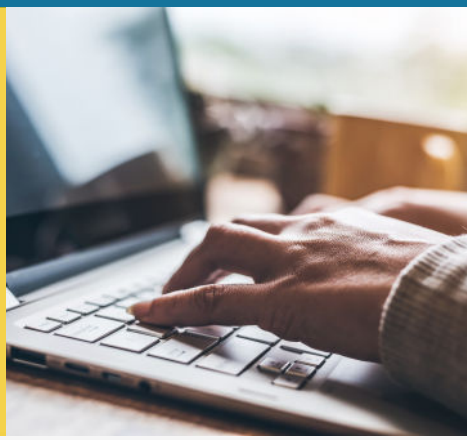
Petty Cash, Budgets and Expenses

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 & 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 & 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.

PERSONAL DEVELOPMENT UNITS

CONFIDENCE BUILDING & SELF ESTEEM

These skills will enable you to work in a fast-paced environment and demonstrate your ability to deal with a variety of tasks and a range of different people. Last minute changes won't phase you and thinking clearly and competently on the spot will become second nature.

This will help you to deliver key tasks when under business pressures and have the confidence to appropriately challenge decisions.

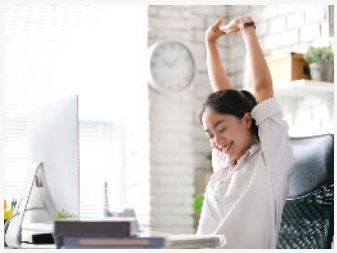
Go to work confident in your skills and your ability to perform the job as well as increase your productivity and job satisfaction.

COMMUNICATION

Support in having a professional attitude and appearance and building good communication skills both written and verbal.

You will become an experienced and confident communicator, at all levels, with fantastic attention to detail and organisational skills.

Good interpersonal skills, strong team focus and an ability to confidently communicate with a wide range of people and businesses at different levels as well as refining a professional telephone manner.



ORGANISATIONAL SKILLS, STRESS MANAGEMENT AND ERGONOMICS

Multi-tasking is a requirement of any Office Manager role, and this unit will teach you skills to help juggle multiple tasks.

Refining strong organisational and time management skills with a combination of theory and practical techniques.

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RELATIONSHIP AND PEOPLE MANAGEMENT SKILLS

It’s important to be able to work autonomously and alongside a team when working as an Office Manager.

You will learn how to work well with people and in a team environment. Collaborating with colleagues, management and senior management within the business and clients at all levels to ensure an efficient working approach, share ideas and ensure processes are aligned.

Building your ability to work in a team environment as well as being able to deal with people at all levels in a tactful, diplomatic and assertive manner over the telephone and in person.

SOCIAL MEDIA AND NETWORKING

Having more understanding about different social media platforms and how you can use them to develop your profile in a professional manner is now a key part of developing your career.

Understanding how business organisations can also use social media to develop their products and services and to enhance their branding is also important.

Networking is a separate skill and something to develop as you attend conferences, exhibitions, meetings etc to help enhance your own profile and the profile of your business organisation.

"The Tutor support throughout was excellent. I would like to give a special thanks to Penny, Simon and Jen who have gone above and beyond. They have given guidance when needed. Their feedback has been welcomed at every stage of the course. Huge thanks to all who have helped me to get to the finish line." - Charlene

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LEADERSHIP UNITS

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.

Managerial Administration Units

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 Office Manager and 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.

You will be assessed on your performance in chairing a meeting, which you can either complete through a work based business meeting (face to face meeting or via video link) or a college based assignment via video link.

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.

You will be assessed on your performance of delivering a live business style presentation which you can complete through a work based project (either face to face or via video link) or through a college based assignment via video link.

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.

You will be assessed on you performance in holding a staff training review interview with a member of staff which can be face to face or via video link, or through a college based assignment via video link.

"All the tutors were very supportive. Excellent feedback on assessments with constructive comments.

Would recommend without hesitation." - Sarah

Trustpilot

Team Leadership

You will develop your ability to understand how to identify the strengths and weaknesses of your team, how to organise your team to carry out specific tasks and roles as required by your organisation, meet deadlines etc.

You will also develop your skills in being able to organise and plan the workload of your team, ensuring you provide sufficient support to each team member and know how to address concerns, problems etc.

The assessment **does not include** any performance related tasks.

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Further information

To find out about our current course fees for this course, discounts and the range of options to pay for the course please look on the Office Manager Diploma course page.

To find out about start dates and/or to enrol, please see our Enrolment Form.

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