



BBSI Certificate Course in Management & Business Administration

BBSI runs a range of specialised courses at Certificate, Higher-Certificate and Diploma levels. These courses are available in different formats, either as foundations leading to a first degree at a UK university, as Pre-Masters leading to a Post-graduate degree in the UK or for vocational purposes for those who wish to return to their countries with enhanced skills and knowledge. The BBSI scheduled courses in Management are available in these different formats as follows:

- * **Certificate in Management & Business Administration**
- * Higher-Certificate in Management & Business Administration
- * Diploma in in Management & Business Administration
- * University Foundation in Management & Business Administration
- * Pre-Masters in Management & Business Administration

The BBSI Certificate Course in Management & Business Administration can be studied for periods of between 4 and 12 weeks duration, and is carefully designed to enable students at an Upper-Intermediate Level in English or above to study the concepts and learn the communication skills required for careers in management and business. Students who successfully complete the 30-lesson per week course will gain a sound grounding in management and business English, and acquire a BBSI Certificate. They will also study some modules of the Chartered Management Institute (CMI) Level 3 Certificate in First Line Management, an externally-accredited professional management qualification.

Additional English and Business English Qualifications. Students will develop competent business English, and professional communication skills. Additionally, in the supplementary English-language elements of the course, students have the option to prepare for one of 3 University of Cambridge ESOL[†] qualifications: the First Certificate in English (FCE), the Certificate in Advanced English (CAE), or the Business English Certificate (BEC). Alternatively, students can join our ongoing weekly English Language Workshop[‡] (ELW) at a language level to suit their needs.

Course Outline

Minimum English Entry Level: IELTS 5.5 (*Intermediate Plus*)

Course Duration: 4-12 weeks

Course Designation: CMB

Lessons Weekly: 30 (*each of 45 minutes duration*)

Entry Dates: The course is conducted year-round, and can be joined on most Mondays throughout the year. The main entry dates, however, coincide with the commencement of the 4 BBSI academic terms annually, ie in September, January, March or June.

Minimum Age: 17 years



Course Structure & Content:

20 lessons weekly in Management & Business Administration
(includes 4 CMI management modules)

10 weekly lessons in English Language
(selected from one of the following)

- * preparation for the University of Cambridge FCE
- * preparation for the University of Cambridge CAE
- * preparation for the University of Cambridge BEC
- *English Language Workshop (ELW)

Award:

BBSI Certificate in Management & Business Administration
(continuous assessment)

Optional External Examinations* :

University of Cambridge FCE
University of Cambridge CAE
University of Cambridge BEC

Course Objectives:

- * to enable students to develop a sound understanding of current theory & practice in international management
- * to enable them to acquire a sound understanding of management concepts
- * to facilitate the development of effective business English communication skills
- * to ensure students build appropriate vocabulary related to management & business
- * to allow them to develop confidence & fluency in the English language towards Advanced level
- * to provide preparation for an internationally recognised management qualification
- * to provide opportunities to prepare for English language qualifications

Course Elements. In addition to providing students with a thorough and comprehensive grounding in business English and professional communication skills, the Certificate syllabus incorporates specialised elements selected from the following:

- | | |
|--|--|
| * <i>managing information</i> | * <i>communicating for results</i> |
| * <i>strategic planning</i> | * <i>customer focus, planning & change</i> |
| * <i>identifying needs & objectives</i> | * <i>customer service management</i> |
| * <i>introduction to quality management</i> | * <i>best practice benchmarking, ISO9000</i> |
| * <i>using & controlling resources</i> | * <i>HR planning & knowledge management</i> |
| * <i>performance management</i> | * <i>developing as a supervisor</i> |
| * <i>continual professional development</i> | * <i>staffing & selection</i> |
| * <i>interviewing</i> | * <i>personnel development & work planning</i> |
| * <i>improving the performance of a team</i> | * <i>international & current affairs</i> |



- * *leadership & management styles*
- * *health & safety*

- * *time management*
- * *effective meetings/presentations*

CMI Management Modules (4 selected from the following)

- * *managing & communicating information*
- * *maintaining quality standards*
- * *personal development as a first line manager*
- * *developing individuals & teams*
- * *meeting stakeholder needs*
- * *resource planning*
- * *recruitment & selection*

A week-by-week syllabus of the BBSI study programme in Management & Business Administration is included below. The course content for those wishing to study the Certificate option for 12 weeks or less, would therefore depend on the precise time of year that students elect to study. For example, those seeking to commence the full 12-week course in January or June would follow the syllabus outlined in weeks 1-12, whilst those commencing the same course in March or September would study alternative weeks 1-12.

† **Chartered Management Institute (CMI)**

The Chartered Management Institute is the largest professional management institute in Europe. BBSI is an **Approved Training Centre** for CMI and, as such, offers the Qualification in First Line Management. Trainees can achieve the full Diploma, or the Certificate, which is available to students completing three units or more (9 weeks), or individual Awards for modules successfully completed. The CMI elements are externally accredited to the rigorous standards of the Chartered Institute, and are assessed by means of course work standards, attendance and regular assignments.

The 8 units required for the CMI Qualification in First Line Management are incorporated in modular format within the BBSI Management & Business Administration syllabus. Normally, a minimum study period of 24 weeks is required to complete all 8 CMI modules; however, students studying for lesser periods can achieve the Certificate or Awards depending upon the number of CMI assignments successfully completed. These qualifications are widely accepted by international employers and by major British universities.

CMI Student Membership

Participants of BBSI courses with management elements can apply for Student Membership of CMI. The advantages of CMI membership include the following:

- unlimited access to the CMI Management Information Centre
- on-Line access to databases offering more than one million constantly updated articles
- helpful researchers on hand for research assistance, with a 24-hour turnaround
- complimentary copies of the magazine 'Professional Manager'
 - support for 'smart' Continuing Professional Development
 - free career and CV fact sheets and guidance
 - preferential rates on CMI publications



‡ University of Cambridge ESOL Examinations

FCE (First Certificate in English)

FCE is an Upper-Intermediate level examination that indicates sufficient proficiency in English to be of practical use in clerical, secretarial and managerial jobs for example, or in the tourist industry, where contact with English speakers is required. FCE is also useful preparation for students working towards higher-level examinations, such as the CAE.

CAE (Certificate in Advanced English)

CAE is the second-highest level of Cambridge ESOL examination and is ideal for those who want to work or study abroad. A CAE certificate demonstrates language skills in a wide range of contexts. The examination is based on realistic tasks, and indicates the ability to use the language in practical situations, such as meetings and discussions.

BEC (Business English Certificate)

There are 3 levels of BEC examination: the BEC Preliminary, BEC Vantage and BEC Higher. All 3 examinations are ideal for students preparing for careers in the fields of international business and commerce, where a good knowledge of English is required to function effectively. BEC certificates are internationally recognised and demonstrate that the holder has acquired an appropriate standard of English in a professional context.

+ English Language Workshop

The English Language Workshop is designed to provide general language support for those students who are studying a specialised course and who do not intend to prepare for a specific English language examination. The content of the Workshop includes extensive skills practice in professional areas of the language, which is useful for those who need to improve their ability to communicate effectively with others in a professional international environment, or who later decide to acquire a professional qualification.

** Examination fees for those seeking to undertake external examinations are not included in the BBSI course fees.*

The following certificate courses are also available at BBSI:

- * General English
- * Academic English & IELTS Examination Preparation
- * General English, Computing & IT Skills
- * Communication & Business Skills
- * International Business English
- * Marketing, Advertising & Public Relations
- * Finance & Financial Services
- * Hospitality Management & Tourism
- * Legal Studies, International & Commercial Law
- * Science, Technology, Computers & IT



BBSI courses are carefully designed and structured at different language levels to enable international students to develop all 4 English language skills simultaneously, while developing their professional communication skills and professional knowledge in academic, vocational or professional context, in the specialised subject of their choice. Students therefore have the flexibility to focus on either academic or vocational progression, depending on their personal training needs and particular learning objectives.

Courses can be booked on-Line @ www.bbsi.co.uk

Alternatively, contact BBSI by e-mail at info@bbsi.co.uk



BBSI Certificate Course in Management & Business Administration



Typical Weekly Syllabus

	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Week 1 <i>(First week of Term)</i>	<i>Induction</i> Managing & Communicating Information 1 <i>the nature of information, sourcing & researching information, recording & storing information, report writing, types of information, assignment 3004: written report, current issues in managing information</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Week 2	Managing & Communicating Information 2 <i>analysing & evaluating information, effective meetings, presentation & interpretation of data, forecasting trends using information for decision-making, assignment 3004: meeting/business report, current issues in managing information</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Week 3	Managing & Communicating Information 3 <i>effective presentations, using MS PowerPoint decision analysis, decision making models, presenting information, targeting communication assignment 3004: presentation, current issues in managing information</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Week 4	Meeting Stakeholder Needs 1 <i>defining 'stakeholder', the stakeholder concept vs the shareholder concept, stakeholder analysis & mapping, stakeholder evaluation, key stakeholder groups, assignment 3003-1: stakeholder analysis, assignment 3003-2: case study meeting, current issues in stakeholder management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>





BBSI Certificate Course in Management & Business Administration



Typical Weekly Syllabus

	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Week 5	Meeting Stakeholder Needs 2 <i>organisation case study, customer service management, superior service, outsourcing customer service, dealing with customer complaints, assignment 3003-3: business report, current issues in customer service</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Week 6	Meeting Stakeholder Needs 3 <i>making a case for change, managing change, monitoring & controlling change, resistance to change, assignment 3003-4: individual presentation, current issues in change management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Week 7	Maintaining Quality Standards 1 <i>definitions, quality management systems, quality interventions, , assignment 3007-1: written report, current affairs in quality management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Week 8	Maintaining Quality Standards 2 <i>best practice bench marking, quality culture, total quality, TQM & ISO 9001, quality improvement programmes, quality control, assignment 3007-2: case study, current issues in quality management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>





BBSI Certificate Course in Management & Business Administration



Typical Weekly Syllabus

	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Week 9	Maintaining Quality Standards 3 <i>quality audit, six sigma quality, business process re-engineering, quality improvement, assignment 3007-3: quality audit, current issues in quality management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of: BEC (Business English Certificate) FCE (First Certificate in English) CAE (Certificate in Advanced English)</i>
Week 10	Resource Planning 1 <i>planning theory & techniques, introduction to production, added value & production decisions, assignment 3002-1: written report, current issues in resource management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of: BEC (Business English Certificate) FCE (First Certificate in English) CAE (Certificate in Advanced English)</i>
Week 11	Resource Planning 2 <i>lean production methods, JIT, kanban, time-based management, empowerment, MRP, MRPII, ERP, SAP assignment 3002-2: case study, current issues in resource management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of: BEC (Business English Certificate) FCE (First Certificate in English) CAE (Certificate in Advanced English)</i>
Week 12	Resource Planning 3 <i>competencies, knowledge management, feedback & evaluation, programme review, assignment 3002-3: presentation, current issues in knowledge management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of: BEC (Business English Certificate) FCE (First Certificate in English) CAE (Certificate in Advanced English)</i>





BBSI Certificate Course in Management & Business Administration



Typical Weekly Syllabus

	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Alternative Week 1	<i>Induction</i> Personal Development as a First Line Manager (1) <i>management vs leadership, functions of management, the management process, qualities of a leader, assignment 3001, current issues in first line management</i>	<i>ELW (English Language Workshop)</i> <i>or</i> <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Alternative Week 2	Personal Development as a First Line Manager (2) <i>time management, people styles at work, identifying your management style, communicating with your team, assignment 3001 (continued), current issues in first line management</i>	<i>ELW (English Language Workshop)</i> <i>or</i> <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Alternative Week 3	Personal Development as a First Line Manager (3) <i>health & safety & the environment, work related stress, UK & international legislation, assignment 3001 (continued), current issues in health & safety</i>	<i>ELW (English Language Workshop)</i> <i>or</i> <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Alternative Week 4	Recruitment & Selection (1) <i>Human resource planning, the recruitment process, job descriptions and person specifications, sources and cost of recruitment, advertising, assignment 3006, current issues in recruitment and selection</i>	<i>ELW (English Language Workshop)</i> <i>or</i> <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>





BBSI Certificate Course in Management & Business Administration



Typical Weekly Syllabus

	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Alternative Week 5	Recruitment & Selection (2) <i>the selection process, selection criteria, CVs, covering letters & application forms, shortlisting, selection interviews, testing systems assignment 3006 (continued), current issues in recruitment & selection</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Alternative Week 6	Recruitment & Selection (3) <i>mock interviews, appointment & induction, appraisal interviews, assignment 3006 (continued), current issues in recruitment & selection</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Alternative Week 7	Developing Individuals & Teams (1) <i>groups & teams in business, MBO, creating & communicating objectives, group presentations, assignment 3005, current issues in staff development</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Alternative Week 8	Developing Individuals & Teams (2) <i>training & development, the training process, assessing competence, continuous professional development, assignment 3005 (continued), current issues in staff development</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>





BBSI Certificate Course in Management & Business Administration



Typical Weekly Syllabus

	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Alternative Week 9	Developing Individuals & Teams (3) <i>administering training & development, evaluating training & development, group presentations, assignment 3005 (continued), current issues in training & development</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Alternative Week 10	Improving Team Performance 1 <i>performance management, managing capabilities, dealing with poor performance, confidentiality, assignment 3008, current issues in performance management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Alternative Week 11	Improving Team Performance 2 <i>workplace counselling, mock counselling interviews, the disciplinary procedure, assignment 3008 (continued), current issues in managing poor performance</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>
Alternative Week 12	Improving Team Performance 3 <i>the grievance procedure, mock disciplinary hearings, redundancy & contract termination, assignment 3005 (continued), programme review, current issues in human resource management</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate)</i> <i>FCE (First Certificate in English)</i> <i>CAE (Certificate in Advanced English)</i>

