



BBSI Certificate Course in Management & Business Administration

The BBSI Certificate Course in Management & Business Administration can be studied for periods of between 4 and 12 weeks, and is carefully designed to enable students at an Upper-Intermediate Level in English or above to study the concepts and learn the skills required for careers in management and business. Participants can gain a business qualification, plus partial accreditation (optional) towards the Chartered Management Institute (CMI) Certificate in Management[†], an externally-accredited professional management qualification. The course comprises 30 lessons weekly.

Students will develop competent business English and professional communication skills. Moreover, in the supplementary English-language elements of the course, students have the option to study different English-language modules. Participants can study for one of 3 different University of Cambridge ESOL[‡] examinations: the First Certificate in English (FCE), the Certificate in Advanced English (CAE), or the Business English Certificate (BEC). Alternatively, students can opt to join our ongoing weekly English Language Workshop[†] (ELW) at a language level to suit their needs. The course is conducted around a busy social and activity programme, and the maximum class size is 12, which can be extended to 15 during peak periods.

Course Outline

Minimum English Entry Level: IELTS 5.5 (*Upper-Intermediate*)

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)*



Awards:

BBSI Certificate in Management & Business Administration
(continuous assessment)

Optional External Examinations* :

CMI Certificate in Management [Partial Accreditation]
(course-work standards, attendance, fortnightly assignments)
University of Cambridge FCE
University of Cambridge CAE
University of Cambridge BEC

Course Objectives. The course objectives are to:

- * develop an understanding of current theory and practice in international management
- * acquire a sound, professional understanding and knowledge of international business and management concepts
- * acquire partial accreditation towards a professional management qualification (*optional*)
- * become a Student Member of the Chartered Management Institute, London (*optional*)
- * develop effective business English communication skills
- * build appropriate vocabulary related to business and management
- * develop confidence and fluency in the English language beyond Upper-Intermediate Level
- * prepare participants for one of a range of English and business English qualifications
- * provide participants with the opportunity to acquire additional English and business English 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:

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| * <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> |
| * <i>leadership & management styles</i> | * <i>time management</i> |
| * <i>health & safety</i> | * <i>effective meetings/presentations</i> |

CMI Management Modules (4 selected from the following)

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|---|--|
| * <i>managing information & communication</i> | * <i>planning to meet customer needs</i> |
| * <i>contributing to quality management</i> | * <i>making effective use of resources</i> |
| * <i>developing yourself in a management role</i> | * <i>staffing & selection</i> |
| * <i>developing people & planning work</i> | * <i>improving team performance</i> |



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.

Higher-Certificate, Diploma, University Foundation and Pre-Masters versions of the above course are also available.

† 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 CMI Certificate in Management (Level 3) qualification. Trainees can achieve either a the full award, or, where time is limited, partial accreditation for those 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 fortnightly assignments.

The 8 units required for the CMI Certificate in 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 partial accreditation 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



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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 Information & Communication 1 <i>the nature of information, researching information, recording & storing information, analysing information, presentation & interpretation of data, assignment C34, current affairs and presentation</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate), FCE (First Certificate in English), CAE (Certificate in Advanced English)</i>
Week 2	Managing Information & Communication 2 <i>research methods, effective meetings, effective presentations, advanced report writing, assignment C34, current affairs and presentation</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate), FCE (First Certificate in English), CAE (Certificate in Advanced English)</i>
Week 3	Managing Information & Communication 3 <i>decision analysis, decision making, forecasting trends, business ethics, assignment C34, current affairs and presentation</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate), FCE (First Certificate in English), CAE (Certificate in Advanced English)</i>
Week 4	Planning to Meet Customer Needs 1 <i>customer care, customer service management, superior service, assignment C33, current affairs and presentation</i>	<i>ELW (English Language Workshop)</i> or <i>preparation for one of:</i> <i>BEC (Business English Certificate), FCE (First Certificate in English), CAE (Certificate in Advanced English)</i>





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	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Week 5	Planning to Meet Customer Needs 2 <i>health, safety & the environment, work related stress, UK & international legislation, assignment C33, current affairs and presentation</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 6	Planning to Meet Customer Needs 3 <i>strategic planning, managing change, techniques, resistance to change, assignment C33, current affairs and presentation</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 7	Contributing to Quality Management 1 <i>definitions, quality interventions, total quality, TQM & ISO 9000, assignment O32, current affairs and presentation</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 8	Contributing to Quality Management 2 <i>best practice bench marking, quality culture, quality management systems, quality improvement programmes, quality control, assignment O32, current affairs and presentation</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>





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	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Week 9	Contributing to Quality Management 3 <i>quality audit, business process re-engineering, quality improvement, assignment O32, current affairs and presentation</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	Making Effective Use of Resources 1 <i>introduction to production, added value & production decisions, lean production methods, JIT, kanban, time-based management, empowerment, MRP, MRPII, ERP, SAP, assignment C32, current affairs and presentation</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	Making Effective Use of Resources 2 <i>introduction to HR planning/management, role of HR, hard & soft activities, HR management & strategy, current & future work practices, development & assessment centres, assignment C32, current affairs and presentation</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	Making Effective Use of Resources 3 <i>competencies, knowledge management, feedback & evaluation, programme review, assignment C32, current affairs and presentation</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>





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	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Alternative Week 1	<i>Induction</i> Developing Yourself in a Management Role 1 <i>management v leadership, functions of management, the management process, qualities of a leader, assignment C31, current affairs and presentation</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	Developing Yourself in a Management Role 2 <i>styles of leadership, the effective leader: time management, assertiveness, assignment C31, current affairs and presentation</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	Developing Yourself in a Management Role 3 <i>further skills, self-development: communications, delegation, recognising competencies, decision-making, assignment C31, current affairs and presentation</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	Staffing & Selection 1 <i>effective recruitment: methods, the process, preliminaries, advertising, assignment O31, current affairs and presentation</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>





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	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Alternative Week 5	Staffing & Selection 2 <i>the process, selection criteria, interviewing, testing systems, assignment O31, current affairs and presentation</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>
Alternative Week 6	Staffing & Selection 3 <i>the process, induction, appraisal systems, team presentations, assignment O31, current affairs and presentation</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>
Alternative Week 7	Developing People & Planning Work 1 <i>training: aims, identifying the need, methods, initiatives, evaluation, career development, assignment C35, current affairs and presentation</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>
Alternative Week 8	Developing People & Planning Work 2 <i>motivation: Maslow, Taylor's scientific management, Herzberg, McClelland, Vroom/Lawler & Porter, assignment C35, current affairs and presentation</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>





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	Management and Business Administration <i>(20 lessons)</i>	English Language Options <i>(10 lessons)</i>
Alternative Week 9	<i>Developing People & Planning Work 3</i> <i>planning, creating the plan, techniques, control, the PP&C cycle, re-planning, assignment C35, current affairs and presentation</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	<i>Improving Team Performance 1</i> <i>performance management, high performing teams, personality types, dealing with problems, assignment O33, current affairs and presentation</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	<i>Improving Team Performance 2</i> <i>counselling, milgram experiments – obedience, disciplinary procedures, grievances, taking action, avoidance of disputes, assignment O33, current affairs and presentation</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	<i>Improving Team Performance 3</i> <i>handling redundancy & dismissal, students' self development feedback & evaluation, programme review, current affairs and presentation</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>

