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| **Minor Award Name** | **Administration Practice** |
| **Minor Award Code** | **6N4169** |
| **Level** | **6** |

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| **Suggested resources to support delivery: Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| Functional Areas of a Business | PDF | A very clear and simple document with all the principal functional areas including the administration function. Simple exercises and case studies | BTEC Level 2 sample material | <https://www.pearsonschoolsandfecolleges.co.uk/FEAndVocational/BusinessandEconomics/BTEC/BTECLevel2FirstBusinessandAdministration/Samples/StudentBook/BTECFirstBusinessStudentBook-Unit2.pdf> |
| PDF | A good introduction to business environment, functional areas and policies and objectives | BTEC Level 3 take a peek material  John Bevan, Helen Coupland-Smith,  Rob Dransfield, John Goymer, Catherine Richards | <http://www.pearsonschoolsandfecolleges.co.uk/FEAndVocational/BusinessandEconomics/BTEC/BTECLevel3NationalBusinessandAdministration/Samples/Takeapeek/9781846906343_takeapeek.pdf> |
| Book | A textbook that looks at functional areas and other elements of the module in a basic but useful way. Well laid out | BTEC First Business - Pearson | <http://www.pearsonschoolsandfecolleges.co.uk/> |
| Policies, objectives, mission and vision | Power Point | An American power point but very clear with good example | Slideshare | <http://study.com/academy/lesson/functional-areas-of-a-business-definition-lesson-quiz.html> |
| Organisation culture and managing change | PDF | A well written document that looks at culture of both public and private sector organisations and also how change can be managed in such organisations | Institute of Public Administration  Orla O’Donnell  Richard Boyle | <http://www.cpmr.gov.ie/Documents/Understanding%20and%20Managing%20Organisational%20Culture.pdf> |
| Revision notes | Simple explanation of what is organisation culture | Tutor2u | <http://www.tutor2u.net/business/reference/what-is-organisational-culture> |
| Charles Handy’s model of organisation culture | Tutor2u  Charles Handy | <http://www.tutor2u.net/business/reference/models-of-organisational-culture-handy> |
| Contingency Planning | Revision Video | Simple video describing contingency planning and its importance to a business | Tutor2u | <http://www.tutor2u.net/business/reference/contingency-planning-explained> |
| Importance of Administration to a business | Short article | An introductory article into the role of administration in a business | LinkedIn Article  Pankaj Mishra | <https://www.linkedin.com/pulse/20140714095925-34031211-effective-role-of-administration-in-an-organization> |
| Power Point | The slides show how planning, organising etc. are functions of admin and so important to a business | Slideshare  Mónica Santos | <http://www.slideshare.net/mahime/administrative-functions> |
| Website | Duty of an administrator in a business | Chron.com  Brian Bass | <http://smallbusiness.chron.com/duty-administrator-organization-18953.html> |
| Website | An answer to the question role and responsibilities of an administrator | Citehr.com | <http://www.citehr.com/148923-roles-responsibility-administration.html> |
| Electronic tools to be used in a business | PDF | A company describing how its tools can help a business | ADM | <http://www.adm.com/en-us/products/documents/adm-information-services.pdf> |
| Website | A short article on common hardware used by a business | Business Bee | <http://www.businessbee.com/resources/technology/5-essential-hardware-products-for-starting-your-business/> |
| Website | What is business technology? | Chron.com  Amanda C. Kooser, | <http://smallbusiness.chron.com/business-technology-2183.html> |
| Website | A company that offers software solutions for different size business. Could access similar company websites | Sage | <http://www.sage.com/us/products> |
| Video | A series of video on hardware and software. The software one is good, hardware a bit dated and basic | Study.com | <http://study.com/academy/lesson/what-is-application-software-definition-examples-types.html> |
| Health and Safety | Website | Gives a lot of information on regulations related to specific industries | Health and Safety Authority | <http://www.hsa.ie/eng/> |
| PDF | Guidelines on how to carry out and risk assessment and write a safety statement. An easy to follow document | HSA.ie | <http://www.hsa.ie/eng/Publications_and_Forms/Publications/Safety_and_Health_Management/Guidelines_on_Risk_Assessments_and_Safety_Statements.pdf> |
| Website | An article on duty of both employees and employers according to legislation | Employment Rights  Terry Gorry | <http://employmentrightsireland.com/health-and-safety-obligations-for-irish-employers/> |
| Website | Duty of care of employer – very readable | Malcomson Law | <http://www.mlaw.ie/news-and-resources/news-archive/362-health-and-safety-in-the-workplace-for-employers.html> |
| Website | Duties of both employer and employee plus more | Citizens Information | <http://www.citizensinformation.ie/en/employment/employment_rights_and_conditions/health_and_safety/health_safety_work.html> |
| Data Protection | Website | A reference for data protection. The case studies can be useful to explain elements related to administration | Data Protection | <https://www.dataprotection.ie/> |
| Website | The EU directive on data protection | Data Protection | <https://www.dataprotection.ie/docs/EU-Directive-95-46-EC/89.htm> |
| PDF | A useful article on the implications of the EU directive on data protection in Ireland | Mason Hayes Curran  Philip Nolan  Oisin Tobin | <http://www.mhc.ie/uploads/FE_MasonHayes_Final_Jan2014.pdf> |
| Website article | This simplifies the role of this particular directive and the implications for different users  There are a number of videos on this page also which explain data protection | Computer Weekly | <http://www.computerweekly.com/guides/Essential-guide-What-the-EU-Data-Protection-Regulation-changes-mean-to-you> |
| E-privacy directive | Website | Simple but clear explanation of the e-privacy legislation 2011 | A & L Goodbody | <http://www.algoodbody.com/insights-publications.jsp?i=1291> |
| Website | Guidance notes fairly technical. Will require teacher to simplify and state how they impact on use of common communication tools | Data Protection Commissioner | <https://www.dataprotection.ie/docs/Law-On-Data-Protection/m/795.htm> |
| Website | A large number of case studies to demonstrate how organisations contravened the legislation | Data Protection Commissioner | <https://www.dataprotection.ie/docs/Case-Studies/945.htm> |
| Companies Act  and the CRO | PDF | A brief outline of the main features of the 2014 act | PWC | <https://www.pwc.ie/media-centre/assets/publications/2015-pwc-ireland-companies-act-june-2014.pdf> |
| Website | This website provides a lot of information about the Companies Act and outlines the role and functions of the CRO | CRO | <https://www.cro.ie/Conversions/Overview> |
| PDF | An excellent document that gives all the up to date information on different types of company, how to set up and so on | CRO | <https://www.cro.ie/Portals/0/Leaflets/Info%20Leaflet%201%20v8.1%202014%20Act.pdf> |
| Corporate Enforcement | Website | The website sets out the role, function and how company law relates to you. It also has a number of publications and a PowerPoint presentation which it gave to students. The ppt is good as is the website. Also includes court rulings which helps understanding | Director of Corporate Enforcement | <http://www.odce.ie/> |
| PowerPoint | <http://www.odce.ie/MediaPresentations/Presentations/Presentations2016/TabId/580/ArtMID/1084/ArticleID/613/Presentation-to-the-New-Frontiers-Students-in-Blanchardstown-IT-.aspx> |
| Equality Act | Website – online training | An online training course for the individual or front line staff in an organisation. | Irish Human Rights and Equality Commission | <http://www.ihrec.ie/enabling-change/online-equality-training.html> |
| PDF | A very comprehensive document in relation to labour, employment and equality law. | Workplace Relations Commission | <https://www.workplacerelations.ie/en/Publications_Forms/Guide-to-Employment-Equality-and-Labour-law-final-June-2016-.pdf> |
| There is an array of leaflets on all aspects of workplace legislation available here | <https://www.workplacerelations.ie/en/Publications_Forms#Guides> |
| Employment Rights | PDF | A good document which outlines the obligations of an employer | NERA | <https://www.workplacerelations.ie/en/Publications_Forms/Guide_to_Employment_Rights_NERA_.pdf> |
| Code of practice for employment status | PDF | Easy to read and clear guidelines to determine status | Welfare.ie | <http://www.welfare.ie/en/downloads/codeofpract.pdf> |
| Stock Exchange | Website | This describes the regulatory responsibilities of the Irish Stock Exchange | Irish Stock Exchange | <http://www.ise.ie/About-Us/Regulatory-Responsibilities/> |
| Competition Law and Authority | Website | This section of the website describes clearly what is required of a business in terms of the Competition Law | Competition and Consumer Protection Commission | <http://ccpc.ie/compliance-business>  Please note some search engines and your firewall provider may restrict access to this website |
| Irish Auditing and Accounting Supervisory Association | PDF | This is a presentation made by the IAAS to students in Carlow IT. A useful tool to explain the function of this body | IAASA  Helen Hall | <https://www.iaasa.ie/getmedia/abe3775c-dbf4-4fb7-806a-09a3d2b8c372/CarlowIT2014.pdf?ext=.pdf> |
| Website | This website sets out roles, functions and so on. | IAASA | <https://www.iaasa.ie/> |
| Facilities Management | Website | A simple explanation of facilities management | International Facilities Management Association | <https://www.ifma.org/about/what-is-facility-management> |
| Website | A description of the job of a Facilities manager/supervisor, skills required - very comprehensive  Review Irish job sites as the role in Ireland seems to differ somewhat from US and UK | Prospects.ac.uk | <https://www.prospects.ac.uk/job-profiles/facilities-manager> |
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| Freedom of Information | Website | Basic information on how to and what it means | Citizens Information | <http://www.citizensinformation.ie/en/government_in_ireland/national_government/standards_and_accountability/freedom_of_information.html> |
| PDF | Significance of the Act for organisations and how the act covers technological developments in record management. Well written | Arthur Cox | <http://www.arthurcox.com/wp-content/uploads/2014/01/Arthur-Cox-Freedom-of-Information-Sep-2013.pdf> |
| Diary Management, Meetings, Email management | Website | This is a good website with a lot of very practical hints for a PA on how to deal with meetings, diaries, email etc. | Practically Perfect PA | <http://www.practicallyperfectpa.com/key-skills/> |
| Book | Business & Administration for S/NVQ Level 3- An excellent text with a CD-ROM that covers a lot of the core skills of an administrator | Alison Chadwick, Carol Carysforth and Maureen Rawlinson | <https://www.amazon.co.uk/Level-Business-Administration-Student-Book/dp/0435463349> |
|  | Both of these pages cover all the bases on diary management on meetings. Covers the theory | ToughNickel.com | <https://toughnickel.com/business/Diary-Management-NVQ-Level-3-Diploma-in-Business-and-Administration> |
| <https://toughnickel.com/business/Plan-and-Organise-Meetings-NVQ-Level-3-Diploma-in-Business-and-Administration> |
| Business ethics and the environment  Corporate Social Responsibility | PDF | A fairly philosophical look at ethics starting with religious beliefs and extending out. The last few pages most useful | Routledge.com | <http://www.failteireland.ie/FailteIreland/media/WebsiteStructure/Documents/2_> |
| PDF | Failte Ireland have produced excellent documents on a number of topics. This is excellent just like others | Failte Ireland | <http://www.failteireland.ie/FailteIreland/media/WebsiteStructure/Documents/2_Develop_Your_Business/1_StartGrow_Your_Business/Corporate-Social-Responsibility-BT-CSR-C9-0913-4.pdf?ext=.pdf> |
| PDF | Failte Ireland have produced excellent documents on a number of topics. This is excellent just like others | Failte Ireland | <http://www.failteireland.ie/FailteIreland/media/WebsiteStructure/Documents/2_Develop_Your_Business/1_StartGrow_Your_Business/Applying-Business-Ethics-BT-ABE-C9-0913-4.pdf> |
| Workflow Management | PowerPoint | A useful start to explaining what WFM is | Powershow.com | <http://www.powershow.com/view/20662-ZTY3Z/Workflow_Management_powerpoint_ppt_presentation> |
|  | This is a more advanced power point moving from workflow management to business process management. A bit technical but could be used to prepare your own ppt. Good graphics that help with understanding  Plenty of images/charts/graphics in Google images | Powershow.com | <http://www.powershow.com/view/3c66c4-YmFmY/Workflow_Business_Process_Management_Introduction_business_process_management_and_workflow_management_powerpoint_ppt_presentation> |
| Communication Planning | Website | Clear reasons given for planning your communications and choosing the appropriate method | Mindtools.com | <https://www.mindtools.com/CommSkll/CommunicationsPlanning.htm> |
| Website | Communications in a business. Answers a series of questions on how and why to use various communications | ToughNickel.com | <https://toughnickel.com/business/Communicate-in-a-business-environment-NVQ-Level-3-Diploma-in-Business-and-Administration> |
| Knowledge Management | PDF | Excellent document that clearly explains what knowledge management means and how to use | Failte Ireland | <http://www.failteireland.ie/FailteIreland/media/WebsiteStructure/Documents/2_Develop_Your_Business/1_StartGrow_Your_Business/Knowledge-Management.pdf> |
| Organisational Management Systems (OMS) | PDF | A good document that traces the development of management systems and gives examples | Jones and Barlett | <http://www.jblearning.com/samples/0763746177/46177_ch03.pdf> |
| PDF | Again a well written chapter on management structures and development of different systems | Pearson | <https://catalogue.pearsoned.co.uk/assets/hip/gb/hip_gb_pearsonhighered/samplechapter/0273757342.pdf> |
| Stakeholder theory | PDF | A very good document on stakeholders and the role they play in the success of an organisation. These Failte Ireland documents are not only for tourism businesses | Failte Ireland | <http://www.failteireland.ie/FailteIreland/media/WebsiteStructure/Documents/2_Develop_Your_Business/1_StartGrow_Your_Business/Managing-Stakeholder-Engagement.pdf> |
| Video | A really good introduction to Stakeholder theory | Study.com | <http://study.com/academy/lesson/what-is-stakeholder-theory-definition-ethics-quiz.html> |
| Office supplies, procurement and stock control | Website | An article on why an office needs a stock of office supplies | CPSM Training | <https://cpsmtraining.com/managing-office-supplies-for-a-large-organisation-bymichael-p-richards/> |
| Website | Outlines 10 steps in the procurement process | Business Dictionary | <http://www.businessdictionary.com/article/572/the-10-steps-of-the-procurement-cycle/> |
| PDF | This document describes purchasing and controlling stock. Refers to food in some parts but a lot of the theory is the same regardless of industry | Failte Ireland | <http://www.failteireland.ie/FailteIreland/media/WebsiteStructure/Documents/2_Develop_Your_Business/1_StartGrow_Your_Business/Purchasing_and_Stock_Control.pdf> |
| Website | How to manage office stationery | Chron.com  Shala Munroe | <http://smallbusiness.chron.com/manage-office-stationery-42179.html> |
| Website | How to maintain and handle office stationery  Use google images or text books for sample stock cards or design using a spreadsheet | Articlesfactory.com | <http://www.articlesfactory.com/articles/business/how-to-maintain-and-handle-the-office-stationery.html> |
| General | Books | Business Administration | Arlene Douglas | <http://www.gilleducation.ie/business-> |
|  | Books | Modern Office Technology and Administration | Joan Gallagher and Siobhan Creedon | <http://www.gilleducation.ie/business-> |
| Make that Grade – Management | Margaret Linehan, |
| Modern Management - very good power points associated with this text | Siobhan D. Tiernan and Michael J. Morley | <http://www.gilleducation.ie/management/management/modern-management> |
| Make that Grade -Organisational Behaviour  These Texts are useful resources | Michele Kehoe | <http://www.gilleducation.ie/make-that-grade-series> |
| Filing and office management | PDF | This document is for office staff in Maynooth but is a good guide for anyone operating a manual filing system | Maynooth University | <https://www.maynoothuniversity.ie/sites/default/files/assets/document/filing_guidelines.pdf> |
| Website | A list of advantages of centralised and decentralised filing systems. It reviews different types of filing. This website has a lot of articles on administration and office management and many of the topics in the module | Accountlearning.com | <http://accountlearning.com/decentralized-filing-departmental-filing-advantages-disadvantages/> |
| How admin can support, develop and maintain customer relationships | Website | A list of ways relationships with customers can be developed. Many other useful articles on this site | The Marketing Donut | <http://www.marketingdonut.co.uk/marketing/customer-care/understanding-your-customers/managing-your-customer-relationships> |
| Time Management | Website and Video | A list of ideas on how to best use time plus a very short video with 10 steps. | Entrepreneur.com | <https://www.entrepreneur.com/article/219553> |

**General Suggestions:**

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| In order to complete a number of the learning outcomes the student is required to utilise a range of technology and applications and to deliver administrative services. It is suggested they do this through developing working relationships with stakeholders. They must learn to prioritise tasks in the performance of these duties. Finally, the student should organise admin services in a way that fosters, develops and maintains customer relationships. |
| It is difficult for a student to be able to do this in many workplaces so in order to achieve the learning required as part of the award one solution is to set up an office providing admin services for staff or others in a college. Alternatively, an admin service could be provided for some community event or organisation. The office can be organised around the student timetable and students can work on a rota system. They can manage and organise this with guidance from the teacher. This develops their supervisory skills as well as all the other learning outcomes in the module. For instance they can organise travel for students, photocopy for staff, prepare word docs, and create spreadsheets and databases. Meetings can be held to discuss progress and issues. It is worthwhile linking with other programmes in a college to develop this minor. It could also provide some work experience for the students. Finally, it can be linked with other minors such as customer service, supervisory management etc. |

**Useful Organisations:**

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| **Name** | **Contact Information** |
| Workplace relations | <https://www.workplacerelations.ie/en/> |
| Office of Director of Corporate Enforcement | <http://www.odce.ie/en-gb/home.aspx> |
| Revenue | <http://www.revenue.ie/en/index.html> |
| Welfare | <http://www.welfare.ie/en/Pages/home.aspx> |
| CRO | <https://www.cro.ie/> |
| Management Study Guide | <http://managementstudyguide.com/> |
| Northern Ireland Business info | <https://www.nibusinessinfo.co.uk/> |
| Irish Human Rights and Equality Commission | <http://www.ihrec.ie/> |
| Data Protection | <https://www.dataprotection.ie/docs/Home/4.htm> |
| Health and Safety Authority | <http://www.hsa.ie/eng/> |
| Bookboon – e-books for a variety of topics related to the subject | <http://bookboon.com/> |
| Citizens Information | <http://www.citizensinformation.ie/en/> |

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| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses  Search regularly for new courses and new start dates | <https://www.mooc-list.com/> |