



# IAM Centre Your Excellency

## The Organisation

Your Excellency Limited was founded in 2007 by Malcom and Lindsay Taylor. They are a global provider of leading-edge personal and organisational development training and coaching specialising in upskilling Administrative Professionals. As a formal PA herself, Director Lindsay Taylor understands the diversity of administrative roles and the inevitable challenges faced. There is a growing recognition amongst employers for supporting administrative staff and a growing want and need from Administrative Professionals to better equip themselves with the most up to date knowledge and thinking.

## The Solution

They became an IQ centre to expand their offering to run qualifications. Currently running two IQ/IAM qualifications:

- Level 3 Award in Professional and Administrative Skills
- Level 4 Certificate in Office and Administrative Management

These qualifications have been designed with the input of industry experts, including from the Institute of Administrative Management (the professional association for administrative professionals). Learners undertaking IAM qualifications also get free study membership to the IAM, giving them access to additional resources to help expand both their knowledge and skillsets.

"IAM qualifications truly reflect the breadth of the PA and Administrative role and provides the most up to date thinking, strategies and models".

## The Results

Your Excellency continues to work with IQ, offering learners the opportunity to complete full qualifications or to take units from the qualifications as standalone training courses.

Director Lindsay Taylor said "My experience of working with IQ and the IAM has been a positive one. Both organisations are professional, detailed and thorough in their working practices. Combine this with being friendly and approachable and you have the makings of a great working relationship with training providers such as ourselves. Our opinions and inputs are sought after as IQ/IAM respect out expertise in learning and development. Equally, we respect the expertise provided by the IQ/IAM".

"The feedback we receive from learners is fantastic and a testament to the quality and relevance of the training we deliver. There is a real want and need from administrative professionals to understand subject-specific topics such as Marketing, HR and Finance. They also want to understand how to be more effective, efficient and learn more about management, leadership, communication and influencing skills".