



## PA/Secretary Diploma Programme

### OBJECTIVE AND OVERVIEW

To provide the student with a sound knowledge base and the real practical ability to perform effectively in a PA or Secretary Role.

The course is aimed at full job readiness for course graduates to move directly into suitable PA or Secretarial roles.

Courses run over three time slots to allow all suitable students to attend and fit in other commitments as needed. The Diploma Programme includes training and certification in three MS Office subjects with additional typing and audio training. The MS Office and typing training can be made available online.

### BENEFITS

- Tutor led in-house training.
- Internationally recognised
- High job readiness on completion of course
- Assistance with job hunting
- Confidence building through development of in depth skills

### CONTENT

- Job functions of a PA/Secretary
- Diary Management
- Business Letter Writing foundation
- CV Development
- Composing Faxes, Memorandums and E-mails
- Telephone skills
- Making Travel/Hotel Arrangements
- Filing Systems
- Time Management
- Invoicing/Petty cash
- Client Care
- Complaint Handling
- Work Planning
- Document Presentation and proofreading
- Confidence building
- Typing and audio skills to proficient level or further if you already touch type



## FORMAT AND OUTCOME

The main course is tutor led in a classroom environment, related typing and MS Office training can be undertaken on a flexible basis over a three month period after the course.

The course has a related exam and the Diploma will be issued on successful completion of the course and its exam plus passes at proficient level in MS Word and one other MS Office product. Our standard is Microsoft MOS.

### Outcome

Main Course exam success only will provide you with a Certificate at Pass, Merit or Distinction

Main Course exam+ MS Word Proficient + one other MS Office product +Typing 45 wpm + Audio will provide you with a Diploma

## DATES AND DURATION

The main course runs over one full week, or five weeks of evenings (Monday and Wednesday 18:15 to 20:15) or Five Saturdays (10:00 to 14:00). After the course we allow up to three months to complete two MS Office products and typing training or longer if you elect additional training.

## WHAT DO I NEED TO JOIN, WHO IS THIS COURSE FOR?

You need a good secondary education plus keyboard skills and some office experience. If you do not have this it may be that the Secretary Receptionist Foundation course will help. You can gain advice on this from the centre.

This course is suitable for a variety of people such as:

- Existing secretaries or PA's looking to consolidate their skills and obtain certification.
- People from other sectors looking for career change
- School leavers with good results and good IT and typing skills (NB. with lower levels the Secretary Receptionist Foundation course may be suitable).
- Company employees looking for consolidation training.
- Home workers looking to build a skill base.