



# SOUTERS®

Business and Office Skills Training Specialists

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## ADMINISTRATION COURSE

### DESCRIPTION

Our Administration Courses have been drawn from the experiences of professionals, who have long extensive knowledge of the workplace and training students to work therein.

*"The course not only covered excellent materials and helped me a great deal to sharpen my focus on key areas. It also helped to refresh existing knowledge with very strong focus on the areas I need to improve and will definitely recommend the course to colleagues and friends"*

### OBJECTIVE

To provide training in a range of Office Administration skills needed by office support staff in any sector.

On successful completion to develop job readiness for an administrator, administrative assistant or similar role.

### CONTENT

Key areas of the course are:

- Policies, procedures and codes of practice
- Preparation of Business documents - letters, faxes, memos
- Organisational charts
- Health and Safety
- Communication
- Legislation and compliance
- Equal opportunities and diversity
- Customer focus
- Delegation and supervision
- Prioritisation
- Team working
- Targets and budgets
- Management styles explained
- Filing and record keeping
- Time management



## COURSE FORMAT

This course is taught face to face by live tutors with a mixture of theory, interactive sessions and practical exercises.

## ADDITIONAL INFO

Please see [Administration Diploma](#) if you would like to combine the course with Microsoft Office Training.

## DATES AND DURATION

Three full days running from 10.30 to 4.30. Please see our [schedules page](#) for start dates.

## SUITABLE FOR

Office staff or people from another profession wanting to engage in administration roles, qualified school leavers, secretaries and PAs looking to gain other business skills.

## COURSE REQUIREMENTS

Good general level of education

## BENEFITS

Fast track way to learn office administration in an intense but friendly environment.

Improved employability status and job readiness

### **Outcome**

Able to apply for a variety of office assistant roles as soon as you pass the exam plus any related Microsoft exams needed for your chosen job area.

Certification for successful completion

