

Office Administration & PA Programme

Course code: OP1

Duration: 5 Days

Delivery method: In person or as online Zoom Sessions

About this course:

Who should attend?

- This course is ideal for Administrative Assistants, Office Managers, and Personal Assistants seeking to build on essential practical skills to improve knowledge of office management and administration duties.

By the end of the course delegates will be able to:

- Better manage their work environment to fulfil both organisational objectives and individual performance
- Provide higher standards of modern office administration
- Better support their managers and operational colleagues by providing professional administrative support services
- Communicate confidently and effectively with customers and internal colleagues at all levels in the organisation
- Effectively organise, manage and administer management meeting and other events

Day 1 - Office Organisation

- Practical solution-focused administration skills
- How to manage the day-to-day running of the office
- How to effectively support operational and senior managers

Day 2 - Understanding the Role

- Exploring the different roles of secretary/personal assistant/office administrative assistant
- How to gain a clear understanding of each specific role in the organisation
- Practical tips for diary, workload management etc. (delegates are encouraged to consider and communicate their personal learning needs ahead of the course)

Day 3 - Arranging Meetings and Taking Minutes

- Planning, arranging and monitoring meetings and other events
- Best practice for handling meetings
- Providing the right support to delegates
- Providing the right support to the Chair of the meeting
- Arranging the environment for successful meetings or other events

Day 4 - Professional Verbal Communication Skills

- How to communicate with customers
- Dealing with complaints
- Communicating on behalf of others – maintaining the corporate image
- Communicating with a confident voice

Day 5 - Written Communication Skills

- How to write a good business letter, email or memo
- Using social media for work purposes the do's and don'ts
- Taking, publishing and following-up minutes and actions from meetings
- Creating and managing a professional filing system



Course bookings

In order to attend a BLS course, a written registration request must be sent by email to enquiries@blsuk.com

If the registration is accepted, the course administration department will issue the delegate with an acceptance letter and an invoice.

Payment

Course fees **MUST** be paid via bank transfer at least **two weeks prior** to the course commencement. Failure to make payment on time will result in an automatic cancellation.

Cancellations

Cancellations made up to seven days prior to course commencement will qualify for a full refund of the course fees. Cancellations made less than seven days prior to course commencement will not qualify for any refund.

All cancellation requests must be submitted in writing.

Language

Fluency in English is an essential requirement for attending any course.

Substitutions

Delegates registered on any course can be substituted at any time without risk of a penalty. Substitution requests must be made in writing.