

Certified Personal Assistant and Secretary (Level 5)

Course overview and outline

The field of **PA** services wide open for confident candidates with outgoing personalities and relentless attention to detail. The professional **PA** is the ultimate multitasker, hired to oversee the personal affairs and activities of those they support. Some secretaries and PAs handle everyday admin for established organisations, while others are hired by a single executive, entrepreneur or influential figure. Whichever path you choose, to become a trusted and respected PA or Secretary is to open the door to a world of incredible career opportunities. It's simply a case of getting to know the functions of PAs and secretarial workers, in order to ready yourself for a fascinating career in the field.

Our most advanced course to date, this **Level 5 Certificate** could hold the key to your dream job. Transform your ambition and enthusiasm into a rewarding career for life, studying from home at a pace and time to suit your schedule. Learn how to handle an extensive range of essential office admin duties, compose important business letters and handle complex mail and shipping requirements. Course content also covers making travel arrangements on behalf of others, organizing meetings and events, the importance of time management as a PA and how to become a better communicator.

Learning Objectives

Reliability, professionalism and commitment of the three cornerstones of successful secretarial and **Executive PA** careers. Whether providing administrative services for a large team or supporting a single executive, the responsibilities shouldered by **PAs** and secretaries are significant and varied. The objective of this course is to prime candidates with the hard skills, industry insights and confidence needed to take this dynamic profession by storm. Level positions in administrative settings quickly pave the way for promotion to a much higher level. If you're a motivated, enthusiastic and ambitious individual, this exclusive Level 5 **PA and Secretary Certificate** could take you the rest of the way.

By completing this course, you'll benefit from a wide variety of essential skills and competencies including:

- Advanced organisational skills
- Professional time management and prioritisation skills
- Improved written and verbal communication skills
- How to handle sensitive matters with discretion
- The confidence to oversee important and ambitious tasks
- Enhanced accuracy and attention to detail
- Improved self-confidence and general motivation
- The ability to remain calm under pressure
- Detailed knowledge of all key secretarial functions
- The opportunity to take your career to a higher level

This exclusive course was designed to appeal to existing secretarial / administrative workers pursuing promotion, or newcomers looking to secure their first professional position. With a firm focus on flexibility and accessibility, our courses are ideal for ambitious applicants with busy lifestyles. An advanced Level 5 **Personal Assistant and Secretary Certificate** could turbocharge your career prospects in almost any administrative or secretarial setting, helping you climb the career ladder and achieve your objectives. With no prior knowledge or experience required, a rewarding career as a PA or secretary could be one enjoyable course away!

Successful candidates will have the opportunity to pursue a wide variety of professional positions, including but not limited to the following:

- Personal Assistant (**PA**)
- Personal Executive Assistant
- Receptionist
- Office Assistant
- Secretary
- Support Secretary
- Data Entry Clerk
- Administrative Assistant
- Office Manager
- Personal Concierge
- Executive Assistant

Our course explores the functions and objectives of key administrative personnel at the highest level. Topics covered in this certificate include the following:

Unit 1 The Job Functions of a PA / Secretary

This module covers the following topics:

- Role and Responsibilities of a PA / Secretary
- Daily Routine
- Office Supplies
- Plus more

Unit 2 Telephone Skills

This module covers the following topics:

- Telephone Usage
- Telephone Manners
- Telephone Etiquette Tips

Unit 3 Mail Services and Shipping

This module covers the following topics:

- Postal Automation: Encoding for Business Mailers
- Forwarding First-Class and Other Mail
- Alternatives to Royal Mail

Unit 4 Travel Arrangements

This module covers the following topics:

- Transportation Reservations
- Finding a Reputable Agent
- Using a Travel Agent for International Travel

Unit 5 Organising Meetings

This module covers the following topics:

- Anatomy of a Meeting
- Types of Corporate Meetings
- Common Problems When Scheduling Meetings
- Planning for the Conference

Unit 6 Time Management

This module covers the following topics:

- Overview of Time Management
- Controlling Procrastination
- Maintaining an Activity List

Unit 7 Keeping Accurate Records

This module covers the following topics:

- How to Alphabetize for Filing and Indexing
- Individual or Personal Names
- File Cabinets

Unit 8 Writing Business Letters

This module covers the following topics:

- Business Documents
- Beginning the Letter
- Closing the Letter

Unit 9 Other Written Communication

This module covers the following topics:

- Reports
- Memorandum Report
- Report Templates

Unit 10 Presentation Skills

This module covers the following topics:

- Good Preparation
- Starting and Ending Your Presentation
- Visual Aids

Unit 11 Communication Skills

This module covers the following topics:

- Nonverbal Communications
- Customer Service
- Customer Service Fundamentals

Unit 12 Active Listening

This module covers the following topics:

- The Basics of Active Listening
- Understanding the Communication Process

Unit 13 Administrative Skills

This module covers the following topics:

- Importance of Business Environment
- Types of Business Environment
- Social Responsibility of a Business

Unit 14 Office Management & Supervision

This module covers the following topics:

- The Role of the Office Manager
- Building Trust with Your Team
- Typical Ethical Issues in Business
- Whistleblowing

Unit 15 Budgets and Managing Money

This module covers the following topics:

- Monitoring and Managing Budgets
- Decision Making

Unit 16 Anger Management

This module covers the following topics:

- What is Anger?
- The Anger Process
- How Does Anger Affect Our Thinking?

Unit 17 Stress Management

This module covers the following topics:

- Understanding Stress
- Strategies to Manage stress

Unit 18 Dealing With Difficult People Conflict Resolution

This module covers the following topics:

- Different Stages of Conflict
- Conflict Management

Unit 19 Business Ethics for the Office

This module covers the following topics:

- Introduction to Business Ethics
- Philosophical Approaches to Ethics

Unit 20 Business Etiquette

This module covers the following topics:

- Introduction to Business Etiquette
- Proper ways for Business Dining

Unit 21 Effective Planning and Scheduling

This module covers the following topics:

- Introduction to Work Breakdown Structure
- Estimation Process and Aligning Resources for a Project

Unit 22 Microsoft Office 2016

This unit covers the following topics:

- MS Word
- MS Excel
- MS Powerpoint