

## ADVANCED SECRETARY CURRICULUM OUTLINE

Unit Standard	114500: Perform general frontline service duties
NQF	4
Credits	4
Duration	2 Days for 3 weeks and consolidation workshop
Organisational Development Area	Secretarial functions, PA's and Project Administrators

### MODULE ONE A: AN OVERVIEW AND AN INTRODUCTION TO THE OFFICE MANAGER / EXECUTIVE ASSISTANT ROLE- FOUNDATION CONCEPTS

- Define the role of the administrative assistant;
- Define the concept `public administration and management` and identify and explain the basic principles involved;
- Identify productive team behaviours;
- Demonstrate desirable personality traits and attitudes of an effective administrative assistant;
- Discuss wellness in the workplace and strategies for dealing with stress;
- Discuss the principles of ethical conduct in the workplace;
- Prepare a daily plan chart and outline methods for working effectively;
- Define the concept of total quality management and how it affects the work of an administrative assistant;
- Manage work, time, and resources effectively;
- Identifying common issues and challenges;
- Setting Personal objectives;
- What makes you indispensable?
- Proactive versus passive support.

---

## **MODULE ONE B: SETTING AND MEETING YOUR BUSINESS OBJECTIVES- DEVELOPMENTAL CONCEPTS**

- Planning skills;
- Project management approaches for support staff;
- Discuss organisation structure, office layout and ergonomics;
- Explain the procedures for processing incoming and outgoing mail;
- Index and alphabetise names for the alphabetic filing system;
- Describe front-line reception and the courtesies necessary when receiving office callers;
- Plan, enter, and adjust appointments in either an electronic calendar or a paper calendar;
- Describe the procedures for answering, transferring, and screening office calls;
- Describe office commerce and keeping records;
- Prepare an effective resume, letter of application, and follow up letters;
- Complete work in a timely manner and on schedule;
- Take responsibility for attendance, absenteeism, and punctuality;
- Managing time;
- Strategies for managing change;
- Identifying and dealing with Pressure Points;
- Implementing Action Plans.

<b>Unit Standard</b>	<b>242674: Demonstrate knowledge and understanding of the principles of management in a business entity 110490: Demonstrate a knowledge and understanding of the basic principles of public administration and management</b>
<b>NQF</b>	<b>4</b>
<b>Credits</b>	<b>3</b>
<b>Duration</b>	<b>2 Days for three weeks and consolidation workshop</b>
<b>Organisational Development Area</b>	<b>Secretarial functions, PA's and Project Administrators</b>

## **MODULE TWO A: RESOURCE AND EFFECTIVE TEAM MANAGEMENT- FOUNDATION CONCEPTS**

- Allocating human resource to tasks and projects;
- Monitoring performance – team and self;
- Team Appraisals and Reviews;
- Embedding a new team member effectively;
- Managing team issues;
- Coaching techniques;
- Disciplinary issues;
- Prioritisation approaches and techniques;
- Improving communications within an existing team;
- Oral and listening skills;
- Reporting to Management;
- Negotiation skills and techniques;
- Managing difficult people;
- Apply pre-writing strategies and develop a draft;
- Analyse and write your assessment for each problem-solving situation;
- Analyse each ethics problem and write your assessment for each one;
- Create your personal inventory and write your own resume;
- Use correct punctuation and grammar;
- Edit written work.

---

## **MODULE TWO B: BUSINESS COMMUNICATION FOR THE ADMINISTRATIVE PROFESSIONAL- DEVELOPMENTAL CONCEPTS**

- Organisational ability;
- Working for more than one person;
- Confidentiality;
- Effective telephone behaviour;
- Diary management;
- How to project an image of self-confidence and professionalism;
- Self development for the future;
- Effective minute taking;
- Handling in-coming correspondence;
- Procedure for handling in-coming mail;
- Remittance book / register;
- Distribution of incoming mail;
- Acknowledging inquires / correspondence;
- Handling out-going mail;
- Out-going mail procedure;
- Filing and records Management;
- Procedure for compiling and approval of a filing system;
- Control registers;
- Filing and records Management;
- Procedure for compiling and approval of a filing system;
- Control registers;
- Filing system for confidential files;
- The implementation of a new filing system;
- Disposal of records;
- Controlling of records;
- Safe custody of records;
- Correspondence etc. Incoming and outgoing mail;
- Develop a system and procedure of developing high level of security of staff and customers;
- Understand company procedure and policies relating to creating a safe working environment;
- Describe the principles of inventory control;
- Design a stock control system that monitors and adjusts movement of goods;
- Define the concept of office supplies;
- Apply the procurement practices of the organisational policies and procedures;
- Monitor maintenance of general office equipment by having policies;
- Procedures governing the usage of these equipments;
- Identify and communicate with maintenance providers;
- Routine maintenance checks are conducted on general office equipment;
- Identify office equipment that need repair.

## CONSOLIDATION WORKSHOP

- Practicing a “distinctive working day” simulated scenario role play by incorporating issues and techniques from the modules that have been discussed;
- Identifying an approach and style that suits you as an individual;
- Reporting to Management – presentation and negotiation techniques;
- Personal Action Plan.



Unit Standard	116935
NQF Level	2
Credits	2
Pre-requisite Training	Microsoft Outlook 2007 Introduction

## MODULE THREE A: MS OUTLOOK 2007 INTERMEDIATE/ADVANCED

### COURSE OUTLINE - 2007

- Quickly locate messages;
- Arrange messages in different ways;
- Organise messages by using colour categories;
- Organise messages in folders;
- Archive messages;
- Define your available time;
- Configure outlook for multiple time zones;
- Print a calendar;
- Link to an internet calendar;
- Work with multiple calendars;
- Quickly locate contact information;
- Organise contacts by using colour categories;
- Create a distribution list;
- Create an additional address book;
- Create and format business graphics;
- Personalize the appearance of messages;
- Add signatures to messages automatically;
- Schedule, update and cancel meetings;
- Respond to meeting requests;
- Quickly communicate with contacts;
- Create a task or an appointment from a message;
- Send calendar information in an e-mail message.

Unit Standard	116938/116942
NQF Level	3
Credits	3
Pre-Requisite	Microsoft Word 2007 Intermediate

## MODULE THREE B: MS WORD ADVANCED 2007

### COURSE OUTLINE - 2007

- Reorganise a document outline;
- Work with templates;
- Find the most appropriate word;
- Research information and translate text;
- Save a file in a different format;
- Create and modify a Web document;
- Create a blog post;
- Create an XML document;
- Send a document directly from Word;
- Track and manage document changes;
- Add and review comments;
- Compare and merge documents;
- Password-protect a document;
- Prevent changes;
- Use document workspaces;
- Create and modify a table of contents;
- Create and modify an index;
- Add bookmarks and cross-references;
- Add hyperlinks;
- Add sources and compile a bibliography;
- Understand mail merge;
- Prepare data for mail merge;
- Prepare a form letter;
- Merge a form letter with its data source;
- Send a personalised e-mail message to multiple recipients;
- Create and print labels;
- Change default program options;
- Make favourite Word commands easily accessible;
- Make commands available with a specific document and create a custom keyboard shortcut.