SECRETARIAL, OFFICE ADMINISTRATION AND RECEPTIONIST COURSES

An Office Administrator or Secretary is essential for keeping the gears of every organization running smoothly. Without efficient office administration, even the most well performing team will find themselves bogged down with back office tasks.

To succeed in office administration, you'll need professional and interpersonal skills such as good communication skills and knowledge of common office applications. Our administration courses are ideal for administrators, executive secretaries, information systems officers, secretaries, receptionists, executive assistants, clerks and those who need to master basic office management competencies.

A secretary is essential for keeping the gears of every organization running smoothly. Without efficient office administration, even the most well performing team will find themselves bogged down with back office tasks. An effective secretary should be a cohesive force in a company, allowing the business to drive forward.

As the reliance on technology continues to expand in offices, the role of the office professional has greatly evolved. Office automation and organizational restructuring have led secretaries and administrative assistants to assume responsibilities once reserved for managerial and professional staff. In spite of these changes, however, the core responsibilities for secretaries and administrative assistants have remained much the same: Performing and coordinating an office’s administrative activities and storing, retrieving, and integrating information for dissemination to staff and clients.

Secretaries and administrative assistants perform a variety of administrative and clerical duties necessary to run an organization efficiently. They serve as information and communication managers for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, Web sites, and e-mail. They also may handle travel and guest arrangements.

Secretaries and administrative assistants use a variety of office equipment, such as fax machines, photocopiers, scanners, and videoconferencing and telephone systems. In addition, secretaries and administrative assistants often use computers to do tasks previously handled by managers and professionals, such as: create spreadsheets; compose correspondence; manage databases; and create presentations, reports, and documents using desktop publishing software and digital graphics. They also may negotiate with vendors, maintain and examine leased equipment, purchase supplies, manage areas such as stockrooms or corporate libraries, and retrieve data from various sources. At the same time, managers and professionals have assumed many tasks traditionally assigned to secretaries and administrative assistants, such as keyboarding and answering the telephone.

Because secretaries and administrative assistants do less dictation and word processing, they now have time to support more members of the executive staff. In a number of organizations, secretaries and administrative assistants work in teams to work flexibly and share their expertise.

Many secretaries and administrative assistants now provide training and orientation for new staff, conduct research on the Internet, and operate and troubleshoot new office technologies.
Specific job duties vary with experience and titles. Executive secretaries and administrative assistants provide high-level administrative support for an office and for top executives of an organization. Generally, they perform fewer clerical tasks than do secretaries and more information management. In addition to arranging conference calls and supervising other clerical staff, they may handle more complex responsibilities such as reviewing incoming memos, submissions, and reports in order to determine their significance and to plan for their distribution. They also prepare agendas and make arrangements for meetings of committees and executive boards. They also may conduct research and prepare statistical reports.

Some secretaries and administrative assistants, such as legal and medical secretaries, perform highly specialized work requiring knowledge of technical terminology and procedures. For instance, legal secretaries prepare correspondence and legal papers such as summonses, complaints, motions, responses, and subpoenas under the supervision of an attorney or a paralegal. They also may review legal journals and assist with legal research—for example, by verifying quotes and citations in legal briefs.

Additionally, legal secretaries often teach newly minted lawyers how to prepare documents for submission to the courts. Medical secretaries transcribe dictation, prepare correspondence, and assist physicians or medical scientists with reports, speeches, articles, and conference proceedings. They also record simple medical histories, arrange for patients to be hospitalized, and order supplies. Most medical secretaries need to be familiar with insurance rules, billing practices, and hospital or laboratory procedures. Other technical secretaries who assist engineers or scientists may prepare correspondence, maintain their organization’s technical library, and gather and edit materials for scientific papers.

Secretaries employed in elementary schools and high schools perform important administrative functions for the school. They are responsible for handling most of the communications between parents, the community, and teachers and administrators who work at the school. As such, they are required to know details about registering students, immunizations, and bus schedules, for example. They schedule appointments, keep track of students’ academic records, and make room assignments for classes. Those who work directly for principals screen inquiries from parents and handle those matters not needing a principal’s attention. They also may set a principal’s calendar to help set her or his priorities for the day.

The course programmes you are about to view will empower you with the most desired professional skills for Personal Assistants to Directors, Office Administrators and Managers, Executive Secretaries, Administrative Assistants etc in government agencies, state owned, or private enterprises, schools, hospitals, corporate settings, or legal and medical offices.
London Chamber of Commerce and Industry (LCCI)/
Education Development International (EDI)

www.lccieb.com or www.ediplc.com/lcci-international-qualifications.asp

Course Description:
London Chamber of Commerce and Industry International Qualifications (LCCI IQ) have been awarded since 1887 and are recognized and respected by employers, governments and universities worldwide. In 2003 the London Chamber of Commerce and Industry Examinations Board merged with Goal assessments, a pioneer in online testing, to form EDI. EDI has now become one of the UK’s leading awarding bodies accredited by the British government. We work closely with Ministries of Education around the world. LCCI International Qualifications are offered through a growing network of around 5,000 centres, supported by extensive learning resources and easy online administration. The qualifications are taken in more than 120 countries and each year around 250,000 are awarded throughout the world. LCCI offers qualifications and diplomas in a range of subject areas, covering all the key functions of business including Financial and quantitative qualifications.

LCCI International Qualifications in Financial and Quantitative subjects are amongst the best regarded across EDI’s range of international qualifications and are used for a variety of applications, ranging from gaining introductory knowledge to developing technical knowledge and skills for specific vocational purposes. The portfolio offers good progression routes through to higher levels as well as to university courses and professional qualifications.

Group Award Titles | Accumulation Period | Courses
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Diploma in Secretarial Administration – L2 | Pass 2 subjects within 6 months | a) Business Administration  
| | | b) English for Business (compulsory)  
| | | c) Practical ICT Skills  
| | Pass 3 subjects within first year | a) Business Administration  
| | | b) Business Practice  
| | | c) English for Business  
Private Secretary’s Diploma – L3 | Pass 2 subjects within 2nd year | a) Audio Transcription  
| | | b) Practical ICT Skills  
| | Pass 3 subjects within first year | a) Principle and Practice of Management  
| | | b) English for Business  
| | | c) Meeting  
Executive Secretary’s Diploma – L3 | Pass 2 subjects within 2nd year | a) Audio Transcription  
| | | b) Practical ICT Skill  
| | Pass 3 subjects within first year | a) Principle and Practice of Management  
| | | b) English for Business  
| | | c) Meeting  

Entry Requirements
No formal qualifications required.
Assessment
LCCI conducts paper based exams at its accredited centres
Start Dates
February and July each year
Study Mode
Full-Time, Part-time (evening) and Distance
Duration
About 3 – 12 months