



Diploma in Administrative Assistant

Administrative service managers coordinate and direct the many support services that allow organisations to operate efficiently.

Why does the course exist – Administrative occupations require skills in Business & Customer Services, Accounting, Business Strategy and Office Management.

How does it fit into the larger programme – Office automation and organisational restructuring have led secretaries and administrative assistants to assume responsibilities once reserved for managerial and professional staff.

For who it was designed – The course is designed for candidates who complete the Certificate in Business Studies & Internet Technology or equivalence.

How it will benefit candidates – Secretaries and administrative assistants perform a variety of administrative and clerical duties necessary to run an organisation efficiently. They serve as information and communication managers for an office, plan and schedule meetings and appointments; organise and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, Web sites, and email.

Subjects:

- Help Desk & Problem Solving Skills
- Accounting
- Business Management
- Business Legal & Regulatory Environment
- Personal Finance

Help Desk & Problem Solving Skills - Customer service excellence aims to bring professional, high-level customer service concepts into common currency with front-line public services by offering a unique improvement tool to help those delivering public services put their customers at the core of what they do. Customer service managers ensure that the organisation they work for satisfies its customers' needs. They may work at various levels, from head office to the front end of the business. Work might include: helping to develop a customer service policy for an entire organisation; managing a team of customer services staff and handling face-to-face enquiries from customers.

Accounting - Accounting is the backbone of business. Ethical and professional accounting forms a clear financial image of a business, and allow managers to make informed decisions, keeps investors abreast of developments in the business, and keeps the business profitable. Accountancy (profession) or accounting (methodology) is the measurement, disclosure or provision of assurance about financial information that helps managers, investors, tax authorities and other decision makers make resource allocation decisions.

Business Management - A rapidly changing economy means more opportunities for those who have specific business management knowledge and skills. The concept of business management encompasses all aspects of owning and operating a business. This includes everything from business administration to marketing of the goods and services being offered.

Business Legal & Regulatory Environment – understanding business documents and legal requirements save times and this enables an organisation to run smoothly. Government regulations change regularly hence it is important for organisations to keep up with the changes.

Personal Finance – knowledge in personal finance improves the wellbeing of citizens. Just as organisations look after their finances, we too, should look after our personal finance!