



Diploma in Secretarial Studies

Secretaries use a variety of office equipment, such as fax machines, photocopiers, scanners, and videoconferencing and telephone systems. In addition, secretaries often use computers to do tasks previously handled by managers and professionals, such as: creating spreadsheets, composing correspondence, managing databases; and creating presentations, reports, and documents using desktop publishing software and digital graphics.

Why does the course exist – Many secretaries now provide training and orientation for new staff, conduct research on the Internet, and operate and troubleshoot new office technologies. They also provide high-level administrative support for top executives of an organisation, hence Computer Keyboard & Typing, Accounting, Business Legal Documents and Office skills knowledge is vital.

How does it fit into the larger programme – Generally, today's secretaries perform fewer clerical tasks, they handle more complex responsibilities such as reviewing incoming memos, submissions, and reports. They also prepare agendas and make arrangements for meetings of committees and executive boards, conduct research and prepare statistical reports.

For who it was designed – Those who complete the Certificate in Business Studies & Internet Technology.

How it will benefit candidates – Career opportunities include: Receptionists and information clerks; Communications equipment operators and Bookkeepers

Subjects:

- Computer Keyboard, Typing & WordProcessing Skills
- Accounting
- Business Legal Documents
- Business Office Skills
- Managerial Communication & Interpersonal Skills

Computer Keyboard, Typing & WordProcessing Skills – everybody today be it a CEO or Manager, type their emails, hence having a certain minimum speed and knowing the keyboard layout helps.

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 Legal Documents - To be competitive, it is important to be knowledgeable on a variety of essential business documents, legal forms and agreements used in households and the corporate organisations.

Business Office Skills - business management skills need to be developed to their full potential if a manager, and therefore an organisation, is to be successful. The famous management guru Peter Drucker made the vital distinction between 'efficient' and 'effective' business skills. Performing an activity swiftly and economically is efficient, while doing the right thing well is effective. The wrong thing, however, is ineffective by definition. Good business management skills guide you towards the right goals, and achievement of those will be highly effective.

Managerial Communication & Interpersonal Skills – Managers spent most of their times solving staff and organisational problems, intermediating or addressing delegates. Only if proper communication channels are followed will Managers' responsibilities be effective.