

Professional Secretarial Program



INTRODUCTION

Professional Secretarial Program provides a fully equip program that is specifically designed for secretaries, administrative staffs and those who would like to specialized in this field.

With total of Sixty (60) Hours to complete, the program consists of five key modules that focus to different administrative skills, behavior and techniques; candidates will learn to organise, coordinate and perform office duties requiring discretion and independent judgment.

The program will strengthen the ability and competency level of the candidates and be more confident in progressing to a higher position.

Professional Secretarial Program Structure

- **Office Procedure Skills**
 - The Office Staff, Health and Safety, and Services
 - Communication
 - Systems and Procedures
 - Filing
 - Office Support and Equipment
- **Report Writing**
 - Systematic preparation/planning
 - Logical structure
 - Guiding the reader
 - Language choice
 - Finishing techniques
 - Report Writing Exercises

- **Professional Receptionist and Telephone Etiquette**
 - Understanding the duties of a receptionist
 - Receiving visitors professionally
 - Office Management Fundamentals
 - How to present a positive image
 - Telephone Basic Etiquettes
 - Developing effective listening skills and focusing on customer care
- **Business Writing**
 - Types of business letters
 - Problems in replying to letters: 'bad' examples; ineffective communications
 - Identify the steps to developing effective letter writing
 - Keeping your documents short and simple
 - Visual impact and formats:
 - Inter-office written communications; electronic communication
 - Proof reading: guidelines for good practice
- **Arranging Meeting and Minute Taking**
 - Effective Meetings
 - Note Taking
 - Attending the meetings
 - Writing Minutes
 - Language and Grammar

Standard

All examination papers will be handled with confidentiality. This means each paper will be handover to students on the day and time of examination and will be returned to the trainer and centre's examination secretary for markings and verifications.