

## Diploma Outline

Administrative Support  
Anger Management  
Assertiveness and Self-Confidence  
Business Etiquette  
Business Writing  
Meeting Management  
Budgets and Financial Reports  
Workplace Diversity  
Project Management  
Personal Productivity

Total Courses: 10 courses and a Professional Secretariat Skills Case Study  
Courses Nominal Hours: 8 hours  
Total Nominal Hours: 80 hours  
Diploma Standard Price: £425

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NOTTING HILL  
COLLEGE

SCHOOL OF BUSINESS

## Professional Secretariat Skills Diploma



As the reliance on technology continues to expand in offices, the role of the office professional has greatly evolved. Office automation and organisational restructuring have led secretaries and administrative assistants to increasingly 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 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 e-mail. They may also handle travel and guest arrangements. This diploma programme gives secretaries and administrative assistants the skills required for professionally tackle their tasks and communicate effectively with managers & colleagues.

## Diploma Objectives

- Tackle responsibilities to manage all the administrative details to keep the ship float.
- Identify anger triggers and what to do when get angry.
- Develop the knowledge and skills required to project a positive and self-assured image and use assertiveness to build rapport and gain co-operation.

- Master the principles of etiquette, identify and avoid common etiquette pitfalls, gain the competitive advantage, polish personal brand and improve professional image.
- Master the basic writing concepts, identify the most common business documents (such as proposals, reports, and agendas) and have extra edge in the workplace.
- Prepare for meetings, inform others, plan the agenda, control the discussion, and record them.
- Basic budgeting and financial concepts.
- Explore the issues surrounding diversity in the workplace, accept differences among fellow employees, and recognise the benefits of a diverse workforce.
- Identify the entire project management process and the key project management tools that can be used every day.
- Establish routines, set goals, create an efficient environment and use time-honored planning and organisational tools to maximise personal productivity.

## Who Should Attend?

This Diploma programme is valuable for new and prospective secretaries and administrative assistants who need to polish and improve their skills to excel as office administrators and executives.