








Title	Certificate in Admin Assistant		
Topic Summary	Due to the increasing demand from employers in recent years for training and preparing employees, especially those who occupy public positions: This certificate aims to train and develop the skills of customer service and secretarial staff or people looking to fill this position. The trainee will become familiar with the following skills: <ol style="list-style-type: none"> 1- Communication skills in the work environment 2- Skills for business meetings 3- Dealing with daily problems 4- Reception Skills 5- Necessary Computer Skills such as, outlook, Excel, and word. 		
Target Audience	People are seeking or already employ as Admin Assistant.	Length of Study	130 hrs

**Unit(s)
Learning
Outcomes**

Unit 1: Communication in the workplace	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Understand the importance of positive verbal and non-verbal interaction in the workplace. 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> ▪ Describe the importance and benefits of positive verbal communication with colleagues in the workplace. ▪ Describe the importance and benefits of positive verbal communication with customers/clients. ▪ Describe, giving examples, what is meant by non-verbal communication and explain its importance in face-to-face interaction. ▪ Describe the importance of clarity, tone and manner when communicating by telephone.
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Be able to demonstrate positive verbal and non-verbal interaction. 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> ▪ Demonstrate appropriate and inappropriate ways of communicating verbally. ▪ Demonstrate ways in which non-verbal communication can be used positively to support face-to-face communication. ▪ Listen and respond to others, acknowledging their right to hold opinions that differ from own.
<p>Learning Outcome - 3:</p> <ul style="list-style-type: none"> ✚ Be able to produce positive written communications in the workplace. 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> ▪ Produce written business communications in at least two formats, using language, tone and register appropriate to the recipient and the formality of the situation.
Unit 2: Dealing with problems in daily life	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Know how to recognize a straightforward problem and identify ways to tackle it. 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> ▪ Describe a straightforward problem and describe its effects. ▪ Suggest ways in which they might tackle the problem. ▪ Select a way to tackle the problem and agree it with an appropriate person.

<p>Learning Outcome - 2:  Be able to plan and carry out activities to tackle a problem.</p>	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> ▪ Plan the activities needed to tackle the problem. ▪ Identify resources to help tackle the problem. ▪ Carry out planned activities.
<p>Learning Outcome - 3:  Be able to carry out a review of their methods and the skills they used in tackling the problem.</p>	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> ▪ Review the approach used to tackle the problem. ▪ Describe what went well and what did not go so well. ▪ Identify whether the problem has been solved.
<p>Unit 3: Reception Skills</p>	
<p>Learning Outcome - 1:  Know how and why to make visitors welcome.</p>	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> ▪ Outline workplace procedures for receiving visitors. ▪ Give examples of how a visitor can be made to feel welcome. ▪ State the importance of body language in making visitors feel welcome. ▪ Give examples of when and how to seek assistance with problems raised by visitors.
<p>Learning Outcome - 2:  Be able to follow procedures for welcoming and assisting visitors.</p>	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> ▪ Demonstrate how to follow workplace procedures for: <ul style="list-style-type: none"> (a) Welcoming visitors (b) Questioning visitors to establish the purpose of their visit (c) Informing colleagues that visitors have arrived (d) Assisting visitors with their requirements while waiting.
<p>Unit 4: Developing Meeting Skills</p>	
<p>Learning Outcome - 1:  Understand that there are different purposes to meetings.</p>	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> ▪ Describe a range of reasons and purposes for holding meetings. ▪ Describe how meetings differ depending on their nature and purpose, size, the people involved and the organizational culture.

Learning Outcome - 2:

- ✚ Understand meeting conventions and processes.

Assessment Criteria:

- Describe key aspects of the meeting process and procedures.
- Describe the importance of having an agenda.
- Describe the structure of a conventional agenda.
- Describe the types of information and documentation that may be needed at a meeting.
- Describe the importance of taking notes and recording outcomes and decisions.
- Describe the role of the Chair in a meeting.
- Give examples of acceptable and unacceptable behaviours in a meeting.

Learning Outcome - 3:

- ✚ Be able to participate in a meeting.

Assessment Criteria:

- Make clear contributions to a meeting which are relevant to the point in discussion.
- Listen to others' contributions without interrupting.
- Communicate in a style appropriate to the purpose and level of formality of the meeting.

Unit 5: Online Essentials

Learning Outcomes:

- ✚ Understand web browsing and online security concepts.
- ✚ Use the web browser and manage browser settings, bookmarks, and web outputs.
- ✚ Search effectively for online information and critically evaluate web content.
- ✚ Understand key copyright and data protection issues.
- ✚ Understand concepts of online communities, communications and email.
- ✚ Send, receive e-mails and manage email settings.
- ✚ Organize and search emails and use calendars.

Assessment Criteria:

- Understand Web Browsing Concepts.
- Using the web browser security setting.
- Using web browser to search effectively.
- Understand Communication Concepts.
- Using e-mail effectively.

Unit 6: Word Processing

Learning Outcomes:

- ✚ Work with documents and save them in different file formats.
- ✚ Choose built-in options, such as the Help function, to enhance productivity.
- ✚ Create and edit small-sized word processing documents that will be ready to share and distribute.
- ✚ Apply different formats to documents to enhance them before distribution; recognize good practice in choosing the appropriate formatting options.
- ✚ Insert tables, images, and drawn objects into documents.
- ✚ Prepare documents for mail merger operations.
- ✚ Adjust document page settings.
- ✚ Check and correct spelling before finally printing the document.

Assessment Criteria:

- Working with documents and enhancing productivity.
- Create a document (Enter Text, Select, and edit).
- Insert and format table and graphical objects.
- Preparing document to printout.
- Using mail Merge.

Unit 7: Spreadsheet**Learning Outcomes:**

- ✚ Work with spreadsheets and save them in different file formats.
- ✚ Choose built-in options, such as the Help function, within the application to enhance productivity.
- ✚ Enter data into cells; use good practice in creating lists.
- ✚ Select, sort and copy, move and delete data.
- ✚ Edit rows and columns in a worksheet.
- ✚ Copy, move, delete, and appropriately rename worksheets.
- ✚ Create mathematical and logical formulas using standard spreadsheet functions; use good practice in formula creation; recognize error values in formulas.
- ✚ Format numbers and text content in a spreadsheet.
- ✚ Choose, create, and format charts to communicate information meaningfully.
- ✚ Adjust spreadsheet page settings.
- ✚ Check and correct spreadsheet content before finally printing spreadsheets.

Assessment Criteria:

- Using the application
- Working with cells (Insert, Select, Edit, Sort, Copy, Move, Delete)
- Managing Worksheet (Rows, columns, and worksheet)
- Using formulas and functions.
- Formatting contents and cells.
- Insert and Formatting Charts.
- Prepare Outputs.

Delivery Style

The workshop is designed to be practical, relevant and participative with the emphasis focused on improving Skills, Knowledge and Motivation. The training methods are based on best practice for the most appropriate transfer of knowledge and learning:

- Trainer presentation.
- Training exercises.
- Syndicate workshop.
- Skill practice/Role play.
- Group Discussion.