



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This practical, accredited, short programme is Unit Standard aligned and aimed at individuals working as Personal Assistants, Secretaries and Administrators that require high levels of efficiency, accuracy and productivity.

The programme is highly interactive and covers the professional role and attitude expected of administration professionals, planning and organising work, building relationships and working with managers and teams, effective time management, communicating in a range of contexts and writing professionally.

Target Audience

This short programme is aimed at administrators, secretaries and Personal Assistants working in commercial business environments as well as in non-commercial organisations.

Entry Requirements

- Competence in Communication at NQF Level 3.

Additional Requirements

- You will need access to appropriate workplace activities.
- Access to a PC, software and the internet.

Business Administration

Secretarial Development Programme

SERVICES SETA Statement of Results

US ID:	110021
NQF Level:	4
Credits:	6

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Achieve Personal Effectiveness in a Business Environment, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the short programme, you will be able to:

- Take initiative.
- Maximise productivity: plan, organise and work effectively.
- Continually look for new ways in which to expand horizons within a role.
- Develop the right attitude.
- Be a team player and maximise team productivity.
- Focus on time management: be punctual.
- Communicate effectively and confidently with your manager and colleagues.
- Write professional correspondence with less instruction
- Maintain integrity.
- Maintain files and records.





Course Content

US: Achieve Personal Effectiveness in a Business Environment

Accreditation Body: SERVICES SETA

| SAQA ID: 110021 | Learning Programme ID: NA
| NQF Level: 4 | Credits : 6

Module 1: The Professional Role of a Secretary or PA

- Understand your organisation and your role within the team
- Set objectives
- Fulfil your role and objectives

Module 2: Working with Your Manager and Team

- How you and your manager can become a world-class team
- Understand social styles to maximise interpersonal understanding
- The importance of communication within the team
- Use your initiative and enlarge on every possibility
- Problem-solve with teams and managers

Module 3: Effective Time Management

- Assess your time management skills
- Prioritise your workload but maintain flexibility
- Differentiate between urgency and importance
- Plan and schedule

Module 4: Maximising your Organisational Skills

- The portrait of an organised secretary
- Establish effective systems
- Organise meetings, events and conferences – checklist

Module 5: Communicating Confidently with Your Manager and Team

- Understand communication as the most important skill for business
- Develop effective one-on-one communication skills
- Effective use of body language
- Enhance your listening skills
- Professional communication on the telephone
- Boost confidence through assertiveness

Module 6: Writing Professionally

- Write effective correspondence – the do's and don'ts
- Write effectively with little instruction



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