

# EXECUTIVE PA DIPLOMA

NCFE CQ10452 LEVEL 3 AND CPD ACCREDITED

## PROSPECTUS

### UNITS

#### IT Units – Microsoft Office

Outlook  
Word  
Excel  
PowerPoint  
Access  
Publisher  
Internet Browsing Software

#### Administration Units

Business Meetings and Minute Taking  
Business Trips  
Diary Management  
Business Events  
HR Recruitment  
Research and Report Writing  
Composing Business Documents  
Petty Cash, Budgets and Expenses  
Reviewing Office Procedures  
Business Organisations

#### Business Documents Units

Professional Business Letters  
Complex Tables  
Multi-Page Reports  
Mail Merge  
Audio Transcription

#### PA Skills

Confidence and Self-Esteem  
Building Skills  
Communication Skills  
Organisation Management Skills  
Relationship & People Management Skills  
Social Media and Networking

Our most popular online distance learning Executive PA Diploma is our top PA course covering the full range of skills you will need to be an Executive PA! Accredited by NCFE CQ at Level 3. The course is also CPD recognised (Continuous Professional Development).

Business organisations from the UK and abroad choose this course to train their staff as it is the leading Executive PA Diploma available to study online and well recognised in the business world.

Suitable for those working as a PA/Secretary/Administrator and now looking to gain recognition for existing experience and to develop skills and knowledge to increase job opportunities, promotion and boost confidence.

### ACCREDITATION BY NCFE CQ AND CPD



This Diploma is a fully accredited qualification by NCFE CQ, awarding organisation recognised by UK qualification regulators.

NCFE qualifications are both UK and internationally recognised.

### NCFE CQ10452 – EXECUTIVE PA DIPLOMA (LEVEL 3)

*You will also be awarded the following individual Diplomas and Certificate:*

**CQ10447 – Advanced IT User Diploma (Level 3)**  
**CQ10445 – Advanced Administration Diploma (Level 3)**  
**CQ10446 – Advanced Business Documents Diploma (Level 3)**  
**CQ10472 – PA Skills Certificate (Level 3)**

Level 3 is advanced level and the Executive PA Diploma has been benchmarked using Ofqual's QCF level descriptors to allow you to consider the depth of study, and level of difficulty involved.

Further information about **NCFE Awarding Body and accreditation.**

## IT UNITS – MICROSOFT OFFICE



This section of the course covers all the key programs from Microsoft Office, the main programs used in the business world.



You will study the core features and tools in each program before moving onto more advanced features, enabling you to save time, manage your workload effectively and produce professional documents to cover a wide range of business requirements.

You can use either Windows based MS Office or Mac version.

### Word – Word Processing

This is the largest program in Microsoft Office suite and the one you will use daily in your professional career.

You will be able to create a range of different business documents, edit them effectively and with confidence, use different formatting techniques to enhance their design, use automated features to help speed up the production rate and reduce repetitive tasks including advanced design and tracking features.

This section of your course is linked with the Business Documents where you will develop your skills further specialising in producing key business documents.

### Outlook – Email and PIM

The core program used today to communicate with both colleagues and clients/customers. In this unit you will learn how to organise your Outlook filing system, use alerts, building blocks, signatures etc effectively to reduce your workload on repetitive tasks.

Managing your inbox effectively is essential for the discerning office professional.

You will also study the Personal Information Management section of the program identifying how and when you can use these features to help you cope with your busy schedule. Covering different features such as tasks, to do lists, contacts and address book, calendar, using automated features to help organise your boss and yourself.

### Excel – Spreadsheets

Another main program used in the business world to present statistical information, financial records and to help record key information such as petty cash payments, manage budgets and expenses.

Topics you will study cover the core tools and features and then you will move onto creating calculations using formulae and functions enabling you to produce charts and graphs for a wide range of different business requirements.

You will also develop your ability in producing different reports and using effective formatting techniques – essential for business meetings, department reviews etc.

This unit is linked to the Petty Cash, Budgets and Expenses unit as well as other Administration units where you can use Excel as a tracking document.

Excel is a very versatile program and understanding the different ways you can use the program will help you to manage your workload effectively.





## PowerPoint – Presentations

This unit will not only cover the skills required to produce electronic presentations, but will also develop your design skills so you will have the knowhow required to produce a professional presentation for key projects, meetings, training sessions etc.

Many features are similar to Word but you will also develop your ability to have effective animation, sound/narration, timings to suit the topic and purpose of the presentation ensuring the audience can fully understand the content and engage with the information being presented.

Keeping your presentations clear, not overly complicated and not too busy with different effects is the key!

## Access – Databases

All business organisations rely on having key information at their fingertips.

Databases are a key source of information that can be used to house useful information about clients, suppliers, research, personnel within your organisation etc.

Being able to update a database ensuring the information is recorded correctly and in the right format is essential.

Knowing how to build queries to match specifications requested by management as well as produce reports from such queries is included in this unit. These results will be used in many decision-making meetings and ensuring the integrity of the data is effectively managed is essential.

## Publisher

This is a small program used to produce professional business documents.

Many features are similar to Word but this program provides additional design options and techniques to ensure your marketing documents look effective and polished.

You may well be involved in producing some marketing documents, reports or information documents where using Publisher will enhance your documents effectively.



## Internet Browsing Software

This unit links with many other units especially when involving research on the internet.

Having the ability to navigate effectively whilst researching for information is useful as well as being more aware of being safe on the internet and knowing how to download and store information.

Research is a task carried out daily by those working in a professional office role.

## ADMINISTRATION UNITS

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This section of the course covers a wide range of administrative responsibilities you will be required to do in your role. You will find that these units link with the IT skills section of the course as you will use many different programs to carry out these tasks.

### Diary Management

This unit is linked to the Outlook IT module as you will use a range of Outlook tools to help carry out diary management duties.

Knowing how to professionally manage your own diary as well as your line manager 's diary or even the diary for the CEO is one of the core skills required in professional office roles.

Communicating effectively with all those concerned is essential and ensuring there is sufficient information contained in each entry is the key. This avoids confusion and mishaps and reduces the risk of something going wrong!

Learning about the benefits of running both a manual and electronic diary system is also covered in this unit.

### Business Trips

This unit follows on from learning how to use browsing software so you can start to put into practice newly learnt skills in a practical way, as you work through the step by step procedure required when organising a business trip.

You will learn a range of hints and tips on how to manage different situations and problems, the range of documents required and how to present professional documents for your travellers using your Word and Excel skills.

Ensuring you communicate effectively to all those concerned in the business trip, providing the right level of detail, as well as the right range of information in professional communication and documents will ensure a smooth and effective business trip.

### Business Meetings

Organising a business meeting is of course a key responsibility for office professionals. You will learn how to prepare and plan for a meeting, liaise with different departments, people and organisations to ensure the meeting is a success, draft and prepare agendas, manage invitations and track your progress.

You will also study what to do on the day of the meeting and your role in minute taking. Those studying shorthand on their course will have the added benefit of using this skill to take down minutes.

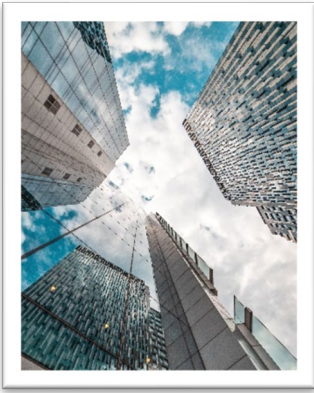
Finally, you will learn how to prepare the minutes and the correct procedure to follow after a business meeting to ensure effective continuity whilst ensuring that all parties are kept informed.



## Analysing and Composing Business Documents

This unit will develop your ability to compose and design a range of different business documents including correspondence to resolve a range of typical business situations, where tone, tact and diplomacy is required, reports from given information ensuring you follow the conventions of business report writing, blogs providing information/updates and effective questionnaires/surveys used in many different ways but especially relevant when running a business event. These skills will be used in other units as you work on more complex roles and responsibilities you will meet in your professional role.

## HR Support



This unit will develop your skills in researching vacancies within your organisation, preparing Job Analysis, Job Descriptions and Person Specifications, documents for approval, composing job adverts ensuring they are compliant with legislation, interview planning and preparation including providing sufficient documents to fully support all those involved on the day, and finally communicating with candidates appropriately covering a range of different requirements.

All organisations need to recruit staff and being able to support either the line manager responsible or the HR department will be useful as well as enabling you to have an insight as to how recruitment is carried out.

## Business Events

Organising a business event can be very interesting with a wide range of tasks and duties to carry out.

You will develop your understanding of the different roles and responsibilities needed in the preparation of a business event and develop advanced tracking skills to ensure the project is on schedule.

You will learn about the marketing elements of a business event, people management skills and organisation, liaising with suppliers, speakers and delegates, working closely with the venue, carrying out relevant research, reporting to management, monitoring progress and liaising with your team.



You will also look at the range of different documents required for a typical business event and their relevance in helping to track the planning for the event as well as marketing and publicity documents.

## Business Organisations

Business organisations come in all sorts of shapes and sizes and having a better understanding as to their structure, roles and responsibilities of different personnel, different departments, and stakeholders will help you to understand your role and position within the organisation.

This is a short unit covering some background information which you will find useful when working in different types of business organisations throughout your professional career.

## Petty Cash, Budgets and Expenses

This short unit covers useful topics in managing a range of specific tasks you may well be responsible for.

Using Excel to set up an impress system to manage petty cash payments and recording key information required by the Accounts Department as well as looking at managing budgets and expenses and setting up an effective spreadsheet to ensure you keep the finances on track for your department or a specific project.

## Analysing and Reviewing Office Procedures

This is a specific role you may well need to undertake whilst working as an office professional. You will use your research skills, report writing skills and Word skills to complete this unit.

All organisations have procedures and being able to review these from time to time, identify adjustments required to improve the procedure and report to management are useful skills to help improve the smooth running of your office.

Helping to maintain and improve different office procedures will ensure your colleagues and department are able to keep up to date with changes as your business organisation grows and develops and adjusts to the never-ending market trends and changes to technology.

You will learn how to break down a procedure into steps, identify the importance of each one, develop your ability to relate to the procedure, its purpose and desired outcome and value to your role, your team or department and the organisation as a whole.



## Research and Reporting

This unit pulls together many skills you have already studied on the course enabling you to complete an advanced research project to provide you with the right skills for such a task in your professional career.

Having learnt how to display reports, edit them effectively, use advanced Word skills, developed your research skills as well as your ability to plan, organise and design, this unit will enable you to show case the full range of skills you now have confidently

developed throughout the course.

Being able to complete a complex research project is a key skill required for office professionals as well as understanding the different stages to ensure a logical and effective approach, identifying reliable and factually correct information, how to collate information and reformat into a professional report which is fit for purpose and meets the requirements set out in the brief.

## BUSINESS DOCUMENTS

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Being able to produce professional documents, well proofread and within a good time period are skills which will be invaluable to you and help you keep on top of your workload.

You will be focusing on a range of typical business documents which you will often be required to prepare.

Your Word skills will be fully utilised in these units, your business English and grammar will be enhanced and your ability to proofread effectively will be developed.



### Advanced Business Letters

There are key elements to a typical business letter, all designed to help correspondence reach the right person within a large organisation, together with any enclosures. Understanding what these are, and their purpose will help you manage external and internal communication effectively.

Any business letter represents your organisation and therefore it is essential these important communication documents are prepared professionally and without any errors – either factual or text. Displaying information within a letter using different features is also important to understand as well as using useful features such as auto text to speed up the production of business letters where repetitive text is often used.



### Complex Tables

Tables are extremely useful in presenting information in a clear tabular way. There are effective table designs and formatting features that enable tables to look professional and easy to read.

Knowing how to set up complex tables using different features, populate the table with text quickly and effectively, use advanced features to sort the text, align figures correctly and use effective formatting will enable you to enhance many different types of business documents.

### Multi-Page Reports

All business organisations require reports to be prepared using a range of different Word features and tools. There can be many draft stages with several authors involved, especially when preparing legal or contractual documents.

You may be required in your role to prepare a report from hand written instructions or audio transcription, or using stored text to build up a report from scratch.

The report may well go through several stages of modifications and ensuring you can methodically edit and update without missing anything, adjusting the design and layout in a reasonable time frame are useful skills to develop and will help you complete these tasks in a timely manner.

## Mail Merge

This is a specific feature of the Word program and used for marketing purposes by many organisations or to send out updates to clients or customers either by email or by sending a letter.

Knowing how to set up the data file to link with the template, set up the fields, carry out filters to select only certain records and knowing how to finalise the merge will save you hours when sending out bulk correspondence.

You can also merge using data files created in Access or Excel – useful if you have records of clients/customers in these programs.

## Audio Transcription

This is a very useful skill to have as many managers still use this method to dictate instructions, letters, emails, reports etc.

This unit links with Word, business letters and reports as you will be using the knowledge gained in those units to produce a range of business documents from dictation.

You will also be putting into effect your touch-typing skills to complete the different tasks when preparing the business documents.



You do not need any special equipment for this unit including a foot pedal as you will control the program we provide with keyboard short cut keys.

## Touch Typing and Speed Development

Throughout the course you have the opportunity to use our interactive touch-typing program to develop your skills. You may already have good touch-typing skills but would like to develop your speed and technique further. You may be a complete beginner and would like to go through the program from start to finish.

Some students who study with us have advanced touch-typing skills and do not need to study this part of the course – the choice is yours.

The interactive program will teach you the professional way to touch type – which means not looking at the keys and using all your fingers to operate the keyboard.

Very useful as it means you are not constantly looking at where your fingers need to go, losing your place on what you are copy typing from and you will also find your speed will be higher if you have good touch typing skills.

You will take a short touch-typing speed test so we can record on your certificate the speed you achieved. This is particularly useful should you wish to apply to work for an employment agency as a temp or you need evidence when applying for a job.



## PA SKILLS



### Confidence Building and Self-Esteem

This unit covers core skills to help you maintain a good work/life balance by developing your knowledge and understanding as to how confidence and self-esteem can be affected, what and why this happens and how to develop techniques to improve your confidence and self-esteem.

By reducing negative situations, enhancing your confidence and self-esteem will not only help you to cope with your role more effectively but also give you a better life balance.

### Organisational Skills, Stress Management, Ergonomics and Health

This unit is linked to the previous unit where you will start to learn about suitable simple exercises for you and colleagues to practice helping reduce aches, pains and stress and the importance of having proper breaks from your computer and workload to improve wellbeing.

You will learn more about stress – how it is caused and what happens and more importantly how to manage it effectively, so your wellbeing is improved.



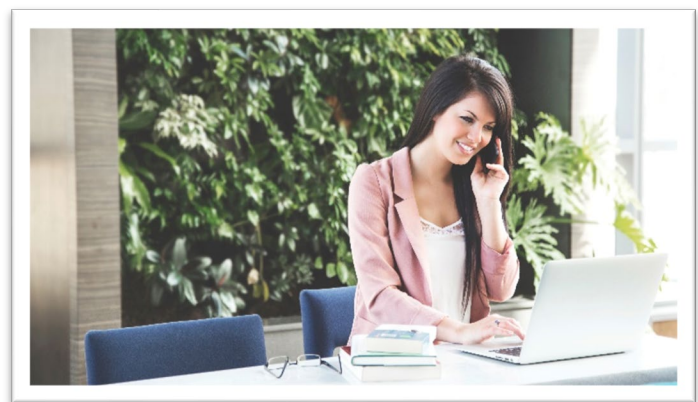
Ergonomics is also covered in this unit to help you to understand the importance of setting out your workstation to reduce and avoid health issues and appreciate the benefits of good ergonomics.

You will also look at developing your organisation and prioritisation skills to help with your workload. Simple procedures, using different programs and manual systems can make a lot of difference to organising and prioritising your daily workload.

### Communication Skills

How to communicate effectively is such a core skill to have when working as an office professional. The consequences of poor communication can impact on working relationships, customer care and a happy working environment.

You will be looking at the role of body language and how this can impact both positively and negatively in different situations; how to manage office gossip to reduce its negative impact; the importance of good telephone techniques when speaking with either customers or colleagues; customer care skills and the ability to have effective questioning and listening skills.



This unit is relevant to all the other units you will be studying in this section of the course.



## Working Relationships and People Management Skills

Using the topics learnt in the previous unit, you will develop your skills further to have a better understanding on how to develop and maintain effective working relationships.

You will learn about the different types of boss styles, how to work with these, how to cope with a range of different types of situations including dealing with assertive situations, how to say no (nicely) and develop positive and rewarding working relationships.

Developing your people skills further will enable you to manage everyday situations so you will feel on top of your relationships with both customers and colleagues.

## Social Media and Networking

This final unit in this section of the course will develop your knowledge and understanding about the importance and impact different social media platforms can have on both your organisation's image and to help further your career.

You will be looking at a range of different social media platforms such as Facebook, LinkedIn, Twitter and how to manage your social media presence and if responsible for your organisation's social media campaigns.

Networking is another important role you may be required to carry out to help enhance your organisation's branding and profile at different events. Networking for your own personal career is also highly recommended.

Knowing how to cope with networking so you have a positive experience is beneficial for both your organisation and your own career.



The course is a holistic course where all the different units interlink, designed to build your knowledge and skills to enable you to cope with your role, as well as develop your self-confidence.

Collectively you will feel more prepared, able to cope with a wide range of responsibilities required in your role and above all enjoy your role and your career opportunities.

# COURSE PROGRAMME

## Section 1 – Core Skills

This section of the course covers some key skills which will be useful for studying your course and also to help you with key tasks you may need in your current role. You may already have some knowledge of these topics and find you can complete some or all of these units at a fast pace. For others you may find it useful to get to know Outlook and Word in more detail to help you cope with your role with more confidence.

- 1 Outlook - Email and PIM (Personal Information Management)
- 2 Diary Management
- 3 Advanced Business Letters
- 4 Confidence and Self-Esteem
- 5 Complex Tables
- 6 Advanced Internet and Web Research

## Section 2 – Developing Skills and Knowledge

In this section you will be building on the skills and knowledge you have studied in the first section and applying these to complete more advanced modules covering specific areas of Executive PA tasks and responsibilities. You will see a step up in developing your IT skills as well as your analysing and decision making.

- 7 Excel - Advanced Spreadsheets and Charts
- 8 Petty Cash, Budgets and Expenses
- 9 Organisation, Stress Management, Ergonomics and Health
- 10 Business Trips
- 11 PowerPoint - Electronic Presentations
- 12 Multi-Page Reports
- 13 Communication Skills
- 14 Business Meetings
- 15 Analysing and Composing Business Documents
- 16 Publisher - Desktop Publishing
- 17 Working Relationships and People Management Skills
- 18 Mail Merge
- 19 Business Organisations
- 20 Social Media and Networking

## Section 3 – Advanced Section

In this final section of the course you will be take a further step up to cover roles and responsibilities that require more analysis and evaluation as well as decision making. The IT programs covered in this section are more complex and the underpinning knowledge more comprehensive as you look at roles and responsibilities requiring a higher level of professional skill.

- 21 Business Events
- 22 Access - Databases and Data Entry
- 23 HR Support
- 24 Analysing and Reviewing Office procedures
- 25 Word – Advanced Tools
- 26 Research and Reporting
- 27 Advanced Audio Transcription
- 28 Speed Typing Test

The above order is designed to build your skills from the core modules, to intermediate level modules and finally to the more demanding modules as you progress through the course.

If you wish to study a particular module earlier than in the course programme – then just ask your tutor who can organise this.