



## Administrative Support

Administrative Support - Online  
Training Course - CPDUK Accredited



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The CPD Certification Service



## OVERVIEW

Welcome to The Mandatory Training Group's online Administrative Support training course. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

Administrative assistants are a vital part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This online Administrative Support training course will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient than ever.

In this Administrative Support e-learning course, learners will learn the core skills that will help them use their resources efficiently, manage time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this online Administrative Support training course may take time to be a part of your daily work routine. However, committing to applying the concepts every day consistently is the key to changing and adopting new behaviours in a short amount of time.

### Administrative Support – E-Learning Course – CPDUK Accredited

- ◆ Study method – Online, self-paced
- ◆ Estimated duration (Indicative CPD hours) – 4 hours
- ◆ Course format – Online (24/7 access)
- ◆ Entry requirements – no prerequisites required
- ◆ Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- ◆ Certification/Qualification – Downloadable CPD certificate
- ◆ Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- ◆ Course accreditation – CPD Certification Service (CPDUK)
- ◆ Course access – Part-time (1-year access)
- ◆ Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

### Who is the course for?

This online Administrative Support training course is suitable for those who want to know more about the core skills that will help them use their resources efficiently, manage time wisely, communicate effectively, and collaborate with others skillfully.

### Course aims

In this Administrative Support eLearning course, learners will learn the core skills that will help them use their resources efficiently, manage time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this online training course may take time to be a part of your daily work routine. However, committing to applying the concepts every day consistently is the key to changing and adopting new behaviours in a short amount of time.

## Learning outcomes

The learning outcomes of this online Administrative Support training course are to:

- ◆ Getting Organized,
- ◆ Manage their time more effectively,
- ◆ Prioritise their time, so they can get it all done,
- ◆ Complete Special Tasks,
- ◆ Verbal Communication Skills,
- ◆ Non-Verbal Communication Skills,
- ◆ Empowering Yourself,
- ◆ Deal better with their managers, and
- ◆ Taking Care of Yourself is a priority.

## What is covered in this course?

This online Administrative Support training course includes the following:

### Module 1: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### Module 2: Getting Organized, Part One

- Dealing with E-Mail
- Managing Electronic Files
- Keeping Track of the Paper Trail
- Making the Most of Voice Mail

### Module 3: Getting Organized, Part Two

- Keeping Your Workspace Organized
- Using a To-Do Book
- The Extra Mile: Adding Project Management Techniques to Your Toolbox

### Module 4: Managing Time

- Managing Your Time
- Keeping Others on Track
- Maintaining Schedules

### Module 5: Getting It All Done On Time

- Prioritising
- The Secret to Staying on Track
- Goal Setting

### Module 6: Special Tasks

- Planning Small Meetings
- Planning Large Meetings
- Organising Travel

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### Module 7: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

### Module 8: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

### Module 9: Empowering Yourself

- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

### Module 10: The Team of Two

- Working with Your Manager
- Influencing Skills
- What to Do in Sticky Situations

### Module 11: Taking Care of Yourself

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

### Module 12: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned

## Why is this online Administrative Support training course essential?

Administrative assistants utilise a variety of skills to ensure the efficiency of business operations. Responsibilities can include answering the phone, editing documents, and maintaining filing systems. A high school diploma or GED, experience in word processing, and the ability to multi-task are standard requirements.

Often not receiving the recognition they deserve, Administrative Assistants screen calls and emails, organise meetings, manage schedules, handle travel arrangements and track expenses. The value of and potential for today's Administrative Assistants can't be overstated. They are vital members of any organisation.

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★ ← →  
**Learn. Develop. Comply**

## HOW IT WORKS

### Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

### Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

### Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

### Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

### Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

### 100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

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5



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**CPD  
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Service  
Collective Mark

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## ACCREDITATION

### End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

### Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

### Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines.



**CPD**  
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The CPD Certification Service  
CPD UK Corporate Membership Number - 11177



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## WHY CHOOSE OUR ACCREDITED E-LEARNING COURSES?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.

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7



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### Civility in the Workplace Training Course for Global Executives

*"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."*

Nicolle Billmyre, YPO, Texas, USA



### City and Hackney

Clinical Commissioning Group

### Counter Fraud, Bribery and Corruption Training for NHS Providers

*"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".*

Harriet Griffiths, NHS City and Hackney CCG, London, UK

### Accredited Training Courses, Programmes and Regulated Qualifications



*"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".*

Mansh Bhatti, Reed Courses, London, UK



## Statutory and Mandatory Training for Primary Care Providers

*“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements”.*

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone**

## Statutory and Mandatory Training for Healthcare Providers

*“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.*

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK



## Online Training and Development for the Public Sector

*“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”*

David Sanchez, Eden Brown Synergy, London, UK



## Blended Train the Trainer Courses for Healthcare Providers

*“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.*

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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# LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

## ADDRESS

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## EMAIL

[Click here to send email.](#)

## WORKING HOURS

[www.mandatorytraining.co.uk](http://www.mandatorytraining.co.uk)

## WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

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10



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