PROSPECTUS

UNITS

IT Units – Microsoft Office

Outlook

Excel

PowerPoint

Internet Browsing Software

Administration Units

Business Meetings and Minute Taking

Diary Management

Business Documents Units

Professional Business Letters

Complex Tables

Audio Transcription

Touch Typing and Speed Development

Our PA Certificate course is our shortest PA course and you can study this on line from home. This qualification is accredited by NCFE CQ and is also CPD recognised (Continuous Professional Development).

You have the option of adding on more units later to gain the PA Diploma and/or Executive PA Diploma.

The PA Certificate is suitable for beginners looking to study a short course and wishing to kick start their career. This short course is also suitable for those with some experience or returning to work and looking to gain recognition for their experience as well as refresh other skills.

ACCREDITATION BY NCFE CQ AND CPD

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

NCFE qualifications are both UK and internationally recognised.

NCFE CQ10459 – PA CERTIFICATE (LEVEL 3)

Level 3 is advanced level and the PA Certificate 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.

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!

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

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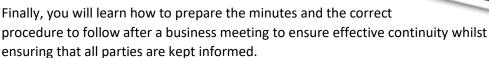
Communicating effectively with all those concerned is essential and ensuring there is sufficient information contained in each entry is the key. This avoids confusion and mishaps and reduces the risk of something going wrong!

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

Business 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.

BUSINESS DOCUMENTS

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.

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 you 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.

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   Complex Tables

5   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 PA tasks and responsibilities.

You will see a step up in developing your IT skills as well as your analysing and decision making.

6   Excel - Advanced Spreadsheets and Charts

7   PowerPoint - Electronic Presentations

8   Business Meetings

9   Advanced Audio Transcription

10 Speed Typing Test

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

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