CANTAMESSA ASSOCIATES

SMART ZONE

FINANCIAL

OFFICE ADMINISTRATOR

2 DAY COURSE

010 085 0918 www.zoneups.com 405 Cliff Ave, Waterkloofridge, Pretoria

View Public Dates

2 Days

Accessible from any Location on any Device

Certificate of Attendance

Accredited Course

Course aligned to Unit Standard 102161 (445 Credits) in the Office Administration Level 5 Qualification

Unit Standard Assessment is optional but charged an additional fee of R1,450 Excluding VAT per delegate.

ABOUT THE COURSE

Classroom: R4,950 Excl. VAT | **Virtual Training:** R4,500 Excl. VAT

This type of course is ideal for individuals looking to start a career in office administration or improve their administrative skills for current roles.

Importance of Administration

The importance of office administration can be summarized in these three key points:

- Efficiency and Organization
- Support and Coordination
- Resource Management

Course Overview

A short course in office administration equips students with essential skills for managing administrative tasks. It covers business communication, teaching effective verbal and written skills for professional interactions. Students gain proficiency in software applications like Microsoft Office for efficient document creation and data management. The course emphasizes record-keeping, organizing files, and handling data securely. Time and resource management are taught to optimize scheduling and supply management. Customer service skills are developed to handle inquiries and foster positive relationships. Overall, the course prepares individuals for effective administrative support roles.

WHAT WILL YOU LEARN

Course Topics

- **Introduction to Office Administration**
  - Roles and responsibilities of an office administrator
  - Understanding the office environment and organizational structure
- **Business Communication**
  - Effective verbal and written communication skills
  - Professional email and memo writing
- **Computer Applications**
  - Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)
  - Email and calendar management
- **Record Keeping and Data Management**
  - Organizing and maintaining files and records
  - Basic database management
- **Time and Resource Management**
  - Task prioritization and scheduling
  - Managing office supplies and equipment
- **Customer Service Skills**
  - Handling inquiries and complaints professionally
  - Building strong client and team relationships
- **Basic Financial Administration**
  - Introduction to invoicing and budgeting
  - Understanding financial documents

SMART ZONE

COURSE
PROGRAM AGENDA

Welcome and Introduction
- Overview of course objectives and structure
- Introduction of the instructor and participants
- Brief discussion on participants' backgrounds and goals

U**nderstanding Office Roles and Responsibilities**
- Overview of different administrative roles within an organization
- Exploring the office environment and organizational structure
- Importance of administrative support in business operations

Business Communication Skills
- Techniques for effective verbal communication in the workplace
- Writing professional emails, memos, and business reports
- Strategies for clear and concise written communication

Computer Applications
- Introduction to key software applications: Microsoft Word, Excel, and PowerPoint
- Practical exercises in creating and formatting documents, spreadsheets, and presentations
- Managing email communications and scheduling using calendar tools

Record Keeping and Data Management
- Methods for organizing and maintaining physical and electronic files
- Introduction to basic database management and data entry
- Ensuring data security and confidentiality

Time and Resource Management
- Techniques for prioritizing tasks and effective scheduling
- Managing office supplies and inventory control
- Strategies for optimizing resource use and reducing waste

Customer Service Skills
- Approaches for handling customer inquiries and resolving complaints
- Developing strong interpersonal skills for effective client interactions
- Building and maintaining positive relationships with clients and colleagues

Basic Financial Administration
- Fundamentals of invoicing and expense tracking
- Introduction to budgeting and financial documentation
- Understanding basic financial reports and statements

Wrap-Up and Review
- Recap of key concepts and skills covered in the course
- Interactive discussion and participant feedback
- Q&A session to address any remaining questions

Certificate Presentation
- Distribution of certificates of completion
- Closing remarks and encouragement for continued learning

Features of this Course

- Expert Facilitators
- Accessible from any Location
- Intensive Sessions
- Meet Workplace Demands
- Skills Directly Applicable in the Workplae

SMART ZONE

SHORT COURSE TRAINING FORMATS

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

Have a group of delegates and want a tailored organisation-specific training solution? **Onsite training** is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

BENEFITS OF THIS SHORT COURSE

- Increases Productivity
- Leads to Competitive Advantage
- Staff Acquire Vital Skills
- Motivates & Empowers Staff
- Counts towards B-BBEE Score
- Provides Networking Oppotunities
- Staff Earns Credits towards Qualifications
- Immediate Increase in Job Performance
- Increase Workforce's Abilities

SIGN UP NOW

SIGN UP NOW AND **SECURE YOUR PLACE**

1. Register Online - www.zoneups.com
2. Select the training you prefer and the date you would like to attend.
3. Fill in the registration form.
4. Choose your payment method and finalize the booking.

OR

Request a Quotation

Accreditation

Services SETA

Fasset

ETDP-SETA

QCTO

Get In Touch

010 085 0918 www.zoneups.com 405 Cliff Ave, Waterkloofridge, Pretoria