XCELERATE TRAINING INSTITUTE

your learning & development partner

OFFICE ADMINISTRATION

Administrative Assistant Training Course

DURATION	LANGUAGE	FORMAT
5 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
15 – 19 Mar 2027	Live online	Online (live)	**€1,200**
26 – 30 Apr 2027	Kuala Lumpur	Classroom	**€4,800**
27 Sep – 1 Oct 2027	Live online	Online (live)	**€1,200**

Register or ask a question

Online: x8ti.com/course/administrative-assistant-training-course/

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Administrative Assistant Training Course

Introduction

An administrative assistant is crucial in every office, handling a variety of clerical and administrative tasks to ensure smooth coordination among fundamental business functions. They work closely with executives, managers, or specific teams to manage interactions and maintain productivity.

Administrative assistants excel at multitasking, possess strong communication skills, and manage routine activities like calls, meetings, appointments, mail, travel arrangements, records, and databases. They reduce the burden on executives by handling tasks that do not require direct involvement, allowing them to focus on more critical responsibilities.

Xcelerate Training Institutes offers an Administrative Assistant Training Certification Course to transform administrative assistants into skilled professionals with a promising attitude, equipped with practical knowledge and industry-relevant skills.

Learning Objectives

By the end of the Administrative Assistant Training Certification Course, participants will be able to:

- Develop organizational skills to optimize resources.
- Manage stress with a problem-solving and creative approach.
- Master routine tasks like answering phone calls, taking notes, and arranging meetings.
- Handle specialized job responsibilities in various industries, such as financial management.
- Relieve executives from routine tasks, enabling them to focus on critical jobs.
- Serve as a connecting link between managers and the rest of the

Training Methodology

The course includes:

- Interactive sessions and lectures
- Presentations
- Management games
- Role-playing/modeling
- Case studies
- Group discussions
- Problem-solving sessions Xcelerate Training Institutes follows the 'Do-Review-Learn-Apply' model.

Benefits for Your Organisation

Organizations will benefit from:

- Efficient clerical performance, allowing managers to focus on major functions.
- Developing a friendly and professional demeanor in administrative assistants, enhancing client interactions.

- Streamlined communication, with administrative assistants acting as the nerve center of business communication.

Benefits for You

Participants will gain:

- Practical knowledge of office procedures.
- Technical and computer skills.
- A creative mindset for innovation and problem-solving.
- Self-confidence and recognition as a valuable asset to the company.
- Enhanced employability and a competitive edge over peers.

Who Should Attend

This course is suitable for:

- Administrative assistants
- Administrative coordinators
- Office assistants
- Office clerks
- Office secretaries
- Front office managers
- Receptionists
- Supervisors
- General managers
- Entrepreneurs and start-up founders

Course Outline

Need of an Administrative Assistant

- Recognizing employer needs
- Understanding employer responsibilities
- Job duties
- Setting up a workstation
- Work planning
- Dictation

Telephone Handling and Etiquette

- Taking and screening calls
- Taking messages
- Telephone manners

Handling of Mail

- Inward and outward mail
- Email etiquette

- Physical and electronic mail

Records Management

- Filing systems
- Filing equipment
- Documentation
- Maintaining confidentiality

Business Communication and Networking

- Business correspondence
- Drafting business letters
- Internal business communication
- Preparing business reports
- Business networking on behalf of the employer

Computer and Technical Skills

- Word processing applications
- Spreadsheet software
- Presentation skills
- Internet skills
- Using the internet for research
- Office equipment

Introduction to Bookkeeping

- Recording financial transactions
- Basics of accounting
- Source documents
- Financial statements
- Reading financial reports

Time Management

- Prioritizing projects
- Time management strategies
- Planning ahead

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Registration Form

Administrative Assistant Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

Call
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Email this form
info@x8ti.com

Register online
Open the course page