

Course in Office Administration



Description

Office Administration is a common yet vital role in many businesses today. The course is designed to teach individuals strong administrative, computer and interpersonal skills and a knowledge of office applications which is aimed at promoting greater efficiency in the office. Emphasis is placed on developing strong computer and communication abilities, which are vital tools in the workplace. The latest office administration skills will be learned that are required in the workplace. The individual is highly organised and well trained in the leading edge office automation technology. The aim is to provide individuals with a combination of office administration skills and technology that will prepare you to be highly competitive in the job market. Basic skills such as creating spreadsheets, managing databases and word processing are all crucial to the role of an Office Administrator. The overall course focuses on skills development which builds self-confidence, maturity, and the ability to work independently.

Outcomes

On completion of the course, the participants will be able to :

- understand the functions and concepts of effective office administration
- apply effective communication skills either face-to-face, telephone and during business writing
- conduct office procedures which is used in modern electronic offices including telephone responsibilities, mailing procedures, word processing, professionalism and the use of mini-simulations
- develop organisational skills which includes schedule planning, time management, recordkeeping etc
- develop and apply additional skills such as word processing, emailing, developing spreadsheets, managing files, using databases and presentation

Learning Methods

The course is learner centered. It is practice-based and will involve discussions drawing on experiences of the participants. Emphasis is placed on the interaction of people, equipment, and procedures in a variety of office environments. This will involve role playing which will encompass problem-solving skills, creative thinking in a competitive work environment.

Target Audience

Our short office administration courses are ideal for administrators, secretaries, receptionists, executive assistants, clerks and those who need to master basic office management competencies.

Duration

The course is delivered over 2 consecutive days.

Fees

The cost of the course is available on request. Corporate discounts are available for 5 or more participants from the same organisation. Fees will include tuition, learning materials, meal and refreshments.

Contact Details

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