

"Level 2 – Executive Office Skills"



Student Profile

This programme is designed for people who wish to gain an understanding of principles and practice of office skills for the senior administrator. No prior knowledge is required.

Objectives

By the end of this course you will be able to:

- Introduce the benefits of good customer care
- Explore ways of handling complaints and difficult customers
- Demonstrate customer care in face to face and written forms of contact
- Raise awareness of good practice in personnel administration
- Explore the techniques of recruitment and interviewing
- Demonstrate the need for staff record keeping
- Explain data protection legislation
- Develop project management techniques
- Introduce team selection techniques
- Develop an understanding of body language
- Develop listening skills
- Demonstrate letter writing skills
- Practice good telephone communication skills
- Explain the training cycle
- Demonstrate training methods and techniques

Study Method

The course is designed for study by distance learning at work or at home. Students receive course manual, assignments and study-guide plus tutor support by mail and email. You can start at any time and plan your studies over a period of up to one year from the time of enrolment.

Assessment

Each element is followed by a written assignment, which is submitted and then marked by your tutor. There is no external examination required.

Course Accreditation

At the end of this course successful learners will receive a level 2 NCFE Award certificate of achievement. That means that it is independently accredited at a level of learning equivalent to level 2 on the National Qualifications Framework (NQF) for England, Wales and Northern Ireland. The course is provided in conjunction with Kendal Publishing Limited - a licensed NCFE centre.

NCFE is recognised as an awarding body by the qualification regulators for England, Wales and Northern Ireland. The regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, the Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

Course Duration

Students may register at any time and have a full year to complete their studies. The course will take around 60 hours of study to complete.

Pack/Course Contents

Your study pack is dispatched in full at the time of enrolment and provides all you need to complete your studies:

- Study-guide.
- Comprehensive study notes for each element of the course.
- Self-assessment activities.
- Assignments.
- Tutor support.
- Assignment marking & feedback.
- Certification.

Price and Payment Methods

Please refer to current price list or call for details.

Course Contents

This course consists of five units of study:

Module A - Customer Services

- Face to face contact
- Dealing with awkward customers
- Where are you?
- Dealing with complaints
- Complaints policy
- Do's and don'ts of complaint handling
- Is the customer always right?
- Dangerous contact
- Person to person contact

Module E - Training Administration

- The training cycle
- Who benefits from training
- Planning training
- Training methods
- Training environment
- Equipment
- Visual aids
- Evaluation

Module B - Personnel Administration

- The work cycle
- Recruiting
- Shortlisting
- Checklist on interview
- Contract of employment
- Personnel files
- Data protection
- Job descriptions
- Health and safety
- Staff security

Module C - Project Management

- Defining a project
- Work structures
- Choosing your team
- Resourcing the information
- Who does what
- Gantt charts

Module D - Communications

- Body language
- Appearances can be deceptive
- Emphasis on words
- Listening skills
- Letter writing
- Using the telephone
- Getting the message



Course Provider




Accreditation Body


Training Provider details:

Focus Coaching & Training



 0116 215 5559

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