



Advanced Clerical Officers and Administrative Support Workshop

May 13 – 17, 2024, 1st Run: Lagos & Abuja

November 11 – 15, 2024, 2nd Run: Lagos & Port Harcourt

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N250, 000 per Participant

For online: Delivery via Zoom

Online course fee: N200, 000 per Participant

Available for In-plant Training

**500 U\$D for foreign
Participants**

Program overview:

The role of a Clerical Officers and Administrative Support staff includes providing comprehensive general administrative and clerical support to an organization. Clerical Officers works as part of a team to meet work goals and objectives and to deliver quality services to internal and external customers

Participants will acquire insights, techniques, and tools to strengthen their confidence in dealing with a variety of situations. They will learn about their personal working and communication style and its impact on others and get practical tips on managing and organizing their daily work activities.

For Whom:

This program is designed for Senior and Junior Clerical Officers / Administrative Support staff, Secretaries, Personal Assistance. This course will give them the opportunity to further develop the core competencies required to effectively carry out their roles as support staff to their organization's management teams in achieving their goals and objectives

Learning objectives:

At the end of the programme, participants will be able to:

- define their roles and responsibilities as office clerks / secretaries and support staff members;
- plan and organize their work more effectively in order to deliver results;
- explain the importance of providing excellent customer service in a public / private sector environment;
- communicate confidently with individuals and teams;
- contribute effectively to management and team success;
- outline records retention and disposition schedules and scheduling;
- discuss records disposal and destruction;
- explain forms, directives and management reports writing guidelines;
- discuss confidentiality and access to official information; and
- project their career and personal development plans.

Course outline:

Day 1: The types and roles of Clerical Assistance / Administrative Support Staff

- Personal attributes and skills, work relationships and adapting to change.
- The office environment: layout, design, environmental factors, furniture and furnishings, equipment and machinery, their functions; health and safety concerns.

Day 2: The Workplace Environment; public, private, types of enterprises.

- Business letters and their preparation; desktop publishing.
- Developing good Communication skills: Writing memos, emails, forms, reports and other business documents.
- Records and Document Management
 - Filing systems, data and information management.

Day3: Managing Daily Business information

- Incoming mail: sorting, opening, distributing; dictation, checking typed and word-processed work.
- Outgoing mail, dispatching mail, options, postage, posting options and machinery.
- The uses and control of office machines
 - Computer systems: data, databases, hardware, software, data security.

Day 4: Reception work, visitors, appointments, deliveries, arranging meetings, representing the organisation.

- Meetings: arrangements, notices, agendas, taking minutes, preparing minutes.
- Making travel arrangements; the appointments diary.
- Conferences, managing events, logistics, travel.
- Effective communication: oral, visual, written, electronic.

Day 5: The functions and principles of management; technical and managerial aspects.

- Team working, positive work attitudes, preparing for promotion.
- Defining key concepts, Records management policies, Justification of Records keeping
- Management, Principles of records management, Records retention and disposition schedules and scheduling
- Career and personal development planning

Training Methodology

Lectures, discussions, exercises, and case studies will be used to reinforce these teachings/learning methods

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N250, 000

In-plant Fee Negotiable

WORKSHOP FEE:

N250, 000 per participant, VAT –N18, 750

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814
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& 234-9112830607**