Certificate III in Office Administration

Certificate 3 in Office Administration course is designed to provide participants with the knowledge, skills and attitudes to function effectively within a modern office environment. The syllabus adopts a practical approach aimed at equipping participants with the technical and professional skills to perform effectively as clerical and administrative support personnel within an organization.

Program Structure

Module 1	Introduction, Fundamentals of Administration and General Office Procedures
Module 2	English Language Proficiency for Administrative Officers
Module 3	Office Dhivehi 1
Module 4	Computer proficiency
Module 5	Customer service , telephone skills and Communication strategies
Module 6	Individual Excellence; Secrets of Career Success

Target Level: Support Officers

Duration: 30 Hours

Introduction, Fundamentals of Administration and General Office Procedures

1

We all want some measure of success in life. However, our work should not be a burden to us, and our offices shouldn't be battlefields. We are human beings working with other human beings, so this module is about working to the best of your abilities, and encouraging the best in those who work with you or for you.

Module Outline
- Introduction to Administrative Skills
- Personal Best, Professional Best
- Putting Others at Ease
- Distorted Thinking
- Role of Secretary
- Filing
- Working with Others
- Record and Inventory Management

Module Outcome
- Understand the importance of professional presence on the job
- Learn how to self-manage to become more effective and efficient
- Improve their communications skills, including listening, questioning, and being more assertive
- Increase their effectiveness in recognizing and managing conflict and dealing with difficult people

English Language Proficiency for Administrative Officers

2

Duration: 30 Hours

Exploring the purpose(s)/format/audience/ register of writing
The Four C's to remember when producing formal register
Exploring more on formal register.

Module Outline
- Sentence Structures to use in formal register
- Punctuation Tips
- Topic Sentence and Paragraph Structure
- Writing Business Letters
- Writing Reports and Memos
- Inclusive Language
- Spelling and Proofreading
- E-mail Etiquette
- Importance of Cohesive Devices when producing formal writing
- Develop a writing style in keeping with that used by experienced writers

Module Outcome
- The basics of writing— appreciate the grammar, spelling, punctuation and sentence structure required for writing correctly
- Practice the ability to write concisely and clearly, so that the reader will grasp quickly the message of the written material
- Learn the process of gathering material, putting it in a format that addresses the points under discussion, and bringing closure to the situation, through recommendations or next steps

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Duration: 6 Hours

6.4 Handling Conflicts

Module Outline
- What is Conflict?
- How to Handle Conflicts?
- How to Prevent Conflicts?

Module Outcome
- understand the conflicts, face them peacefully, fairly and decisively while handling them with different styles with balanced and remain friends with people you deal with

In this unit of module, participants learn how to manage conflict, prevent discussions from escalating into conflicts with different styles. Full of examples, exercises, activities and bite size content, this course helps the delegates to master the art of conflict management.

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5.2 Communication Strategies — Duration: 15 Hours

Communication Strategies is a workshop designed for professionals who are interested in dealing with people effectively. This workshop ensures that the key messages of the strategy are correctly communicated and raises awareness and understanding among the people working in an organization or institution; since communication is a crucial skill that needs to be instilled to overcome conflicts and find solutions in order to maintain a healthy atmosphere in the working environment.

Module Outline

* Building Self Awareness
* The Nature, Purpose, Scope of Communication Strategy
* Communication Strategies

Module Outcome

* Identify the reasons for the importance of active listening as a key strategy in effective communication
* Learn how to bring about a change in attitudes and behavior among key groups on a day- to day basis
* Learn about the importance of non- verbal skills when dealing with people
* Enhance the ability to handle difficult situations
* Identify common communication problems
* Deal with situations assertively
* Develop questioning skills

4

Computer proficiency — Duration: 30 Hours

This module introduces computer skills and techniques necessary for civil service administrative staff to efficiently perform administrative or secretarial level tasks. It is designed to provide participants to gain wide range of information on MS office software related computer skills to fast-track them into a secretarial or administrative role of an organization.

Module Outcome

* MS office applications
* Typing skills(English and Dhivehi) - Touch and Audio typing
* Database Management
* Copy machine functions and features
* Formatting, saving and printing documents of MS office documents, files and webpages

Module Outline

* Create, format, save, and print documents, including files and Webpages
* Troubleshoot application related issues and problems
* Create databases and retrieve information
* Use copy machines functions, features and tools effectively
* Use right application for the purpose, depending upon the requirements of the given assignments or tasks
* Writing minutes of meeting using OneNote, including audio-video and conference related notes

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5

Customer Service , Telephone Skills and Communication Strategies

5.1 Customer Service and Telephone Skills — Duration: 15 Hours

Customer service has always been recognized as an essential part of any organization. Customer service is not just about keeping some clients happy or solving some minor problems, but it is about fulfilling customers' expectationsand raising business profile.

Module Outcome

* Identify the fundamentals of customer service principles
* How to interact with different type of customers and different personalities
* What customers want and how to satisfy them

Module Outline

* Who we are and What we do
* Establishing your Attitude
* Identifying and Addressing their Needs
* Telephone Skills
* Recovering Difficult Customers

6

Individual Excellence; Secrets of Career Success

6.1 Team Building — Duration: 6 Hours

For most of us, teamwork is a part of everyday life. This workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top- notch team performer.

Module Outline

* Defining Success
* Types of Teams
* The First Stage of Team Development – Forming
* The Second Stage of Team Development – Storming
* The Third Stage of Team Development – Norming
* The Fourth Stage of Team Development – Performing
* Encouraging Teamwork

Module Outcome

* Explain the four phases of the Tuckman team development model and define their characteristics
* Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems
* Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)
* Discuss the uses, benefits and disadvantages of various team-building activities
* Describe several team-building activities that you can use, and in what settings
* Describe the concept of a team, and its factors for success
* Follow strategies for setting and leading team meetings
* List actions to do -- and those to avoid -- when encouraging teamwork
* List the three types of teams