

THE INSTITUTE OF SECRETARIAL STUDIES

2013 Public Workshop Prospectus

2013



PERSONAL ASSISTANT AND SECRETARY DEVELOPMENT PROGRAMME

Keeping the boss organised, on time, and on track is often a challenge, especially when you are not in charge. During this training seminar, participants will learn how to run a stellar office and stay in control, no matter how hectic the day gets. Additionally, they will discover how to build personal credibility, use techniques for better listening, deal with difficult people, handle negative situations, and more. Skills practice exercises are interactive, allowing participants to practice what they have learned in a fun, high-energy environment. The “Personal Assistant and Secretarial Development Programme” is the ideal conference for those needing to improve their administrative assistant skills or for those looking for the extra business edge.

- ✓ Based on SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits
- ✓ Based on SAQA's Unit Standard ID10388, NQF level 4, 3 credits
- ✓ Based on SAQA's Unit Standard ID 110023 NQF Level 4, 6 Credits
- ✓ Based on SAQA's Unit Standard 110021, NQF Level 4, 6 Credits

LEARNING CONTENT

We will cover topics such as:

- Super Assistant: What the Boss Expects
- Minute taking Protocol and Professional Business Writing
- Styles and Different Kinds of Bosses
- Professional Presence: Looking and Acting the Part
- Difficult Personalities and Difficult Situations: Dealing with Challenges
- Time Management, Conflict Management & Stress Management
- Personal Branding
- Project Planning

DURATION, DATE AND VENUE

The course will take place over 1 day - 09:00 to 16:00 as follows:

DATE	VENUE	REGION
7 May 2013	Aandbloem Conference Centre, Centurion	Gauteng
14 May 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
11 June 2013	Bella Khaya Conference Centre, Midrand	Gauteng
23 July 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
13 August 2013	Bella Khaya Conference Centre, Midrand	Gauteng
26 August 2013	Kolping Conference Centre, Durbanville	Cape Town



PRICE/COST

R1 490, 00 per delegate - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks and parking vouchers.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Ulindi at info@secretarialstudies.co.za or contact our office at 012 253 1888.



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RECEPTIONIST AND FRONTLINE TRAINING PROGRAMME

First impressions last, and staff who work in any reception area are vital members of the corporate team. Their level of performance is invaluable to the overall success of an organisation. Covering all aspects of the role, from answering the telephone to dealing with visitors, this Receptionist Skills training course is suitable for anyone who works in a "front office" situation. A small investment in our one-day workshop "Receptionist and Frontline Training Programme" will deliver huge dividends in the form of a telephonist/receptionist that will do you proud in every dealing with your visitors, in person or by phone.

✓ Based on SAQA's Unit Standard ID 7790, 14348, 14351 NQF Level 3 Credits 5

DURATION

The course will take place over 1 day - 09:00 to 16:00 as follows:

DATE	VENUE	REGION
25 April 2013	Aandbloem Conference Centre, Centurion	Gauteng
9 May 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
25 June 2013	Bella Khaya Conference Centre, Midrand	Gauteng
25 July 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
15 August 2013	Bella Khaya Conference Centre, Midrand	Gauteng
28 August 2013	Kolping Conference Centre, Durbanville	Cape Town



LEARNING CONTENT

- Telephone Techniques
- Dealing with incoming calls.
- How to sound confident, interested and helpful.
- Outgoing calls.
- How to deal with telephone calls and visitors simultaneously.
- Complaint Handling
- Establishing source of complaint.
- Remaining polite and helpful.
- Developing a Personal Commitment to Quality Service
- Helping customers to make the right choice.
- Discretion and tactfulness.
- Communication Skills and How to Use Them
- Examining the importance of body language and telephone behaviour.
- The Importance of First Impressions
- Projecting a professional image.
- Using your voice.
- How to remain calm and composed under pressure.
- Customer Relations
- What influences customer choice.
- Understanding customer needs and attitudes.
- Dealing with awkward customers on the telephone and face-to-face.

PRICE/COST

R1 290, 00 per delegate - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks and parking vouchers.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Ulindi at info@secretarialstudies.co.za or contact our office at 012 253 1888.



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ESSENTIAL OFFICE SKILLS FOR PA'S, SECRETARIES AND OFFICE SUPPORT STAFF – 2 DAYS

This seminar allows those working in an administrative office environment to develop the skills required to be part of an effective office. You will develop techniques and strategies for effective planning, organising and confident communication. Discover the many tools that can help you manage your time, prioritise and work more effectively meaning you have more time to complete critical urgent tasks. Learn how to proactively contribute to the successful achievement of your individual goals and to the successful running of an office. This two-day course has been designed to enable administrators to enhance their personal effectiveness and working practices, build stronger relationships, broaden their contribution to the team and achieve excellence in the service they provide to colleagues and customers.

✓ Based on SAQA's Unit Standard 110003, NQF Level 4, 8 Credits

DURATION

The course will take place over 2 days - 09:00 to 16:00 as follows:

DATE	VENUE	REGION
7 & 8 May 2013	Aandbloem Conference Centre, Centurion	Gauteng
14 & 15 May 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
11 & 12 June 2013	Bella Khaya Conference Centre, Midrand	Gauteng
23 & 24 July 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
13 & 14 August 2013	Bella Khaya Conference Centre, Midrand	Gauteng
26 & 27 August 2013	Kolping Conference Centre, Durbanville	Cape Town



LEARNING CONTENT

DAY 1

- Super Assistant: What the Boss Expects.
- Styles and Different Kinds of Bosses;
- Professional Presence: Looking and Acting the Part;
- Difficult Personalities and Difficult Situations: Dealing with Challenges;
- Time Management;
- Conflict Management;
- Stress Management;
- Personal Branding;
- Project Planning;

DAY 2

- Effective Diary Management;
- Successful Events Management;
- Professional Business Writing;
- Travel Arrangements;
- Meetings, Minutes and Conference Management;
- Accurate Filing and Recordkeeping; and
- Tools of the Trade: Voicemail, Email, Memos, and More;

PRICE/COST

R2 890, 00 per delegate - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks and parking vouchers.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Ulindi at info@secretarialstudies.co.za or contact our office at 012 253 1888.





PROFESSIONAL BUSINESS WRITING AND MINUTE TAKING PROTOCOL

In today's busy working environment it is essential to produce clear, reader-friendly business writing to tight deadlines. Many professionals working in large international companies have excellent spoken communication skills but lack confidence when writing business documents. Our business writing and minute taking course, Effective Minute taking Protocol, will enable delegates to professionalise their writing skills through presentation and discussion of key elements of good business writing such as planning, style, audience awareness, punctuation and language choice. You will also analyse and practice writing a range of documents including professional correspondence, business reports, minutes of meetings and tenders and proposals.

- ✓ Based on SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits
- ✓ Based on SAQA's Unit Standard 13934, NQF Level 4, 3 Credits

DATE, DURATION AND VENUE

The course will take place over 1 day - 09:00 to 16:00 as follows:

DATE	VENUE	REGION
8 May 2013	Aandbloem Conference Centre, Centurion	Gauteng
15 May 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
12 June 2013	Bella Khaya Conference Centre, Midrand	Gauteng
24 July 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
14 August 2013	Bella Khaya Conference Centre, Midrand	Gauteng
27 August 2013	Kolping Conference Centre, Durbanville	Cape Town



OBJECTIVES AND LEARNING CONTENT

By the end of this course you will learn how:

- To learn the value of good written communication.
- To learn how to write and proofread your work so it is clear, concise, complete, and correct.
- Revisit the rules of good grammar and clear communication and Improve sentence construction and paragraph development.
- Develop effective business letters for tough situations and Discuss e-mail etiquette.
- Develop an appropriate writing style and format for your letters, business cases and reports.
- Learners will be able to draw up an agenda and produce professional, concise and accurate minutes for formal and informal meetings
- They will understand that the important criteria for effective meetings should be to encourage effective communication and understand the importance of their role in that process
- Demonstrate an understanding of the rules of grammar, tenses most frequently used in business grammar, vocabulary and punctuation rules.

PRICE/COST

R1 490, 00 per delegate. Includes comprehensive training material, certificate upon completion, lunch and refreshments as well as a CD containing business templates.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Ulindi at info@secretarialstudies.co.za or contact our office at 012 253 1888.





3 DAY NATIONAL SYMPOSIUM FOR SECRETARIES, PERSONAL ASSISTANTS AND OFFICE SUPPORT STAFF – 3 DAYS

COURSE OVERVIEW

Most organizations today are dynamic, and this calls for effective executive teamwork. The PA takes responsibility for much of the organization and coordination of an office. A good PA makes significant contribution to executive effectiveness and requires enormous professional skills to be effective in this role. It is a duty which requires diplomacy, tact as well as effective communication skills. This course will enhance the skills of the participants in handling the task of the Personal Assistant.

The course will cover the following: (See Learning Content Below – Days 1, 2 & 3)

- ✓ Developing a professional image
- ✓ How to take on more challenging and responsible activities
- ✓ Managing meetings
- ✓ Managing your boss
- ✓ Managing more than one boss
- ✓ Communicating effectively
- ✓ Customer care and Interpersonal skills
- ✓ Time management and assessing personal efficiency
- ✓ Reducing and managing stress

DURATION & VENUE

The course will take place over 3 days - 09:00 to 15:00 as follows:

DATE	VENUE	REGION
24, 25 & 26 September 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
22, 23 & 24 October 2013	Bella Khaya Conferenc Centre, Midrand	Gauteng
11, 12 & 13 November 2013	Kolping Conference Centre, Cape Town	Cape Town

LEARNING CONTENT

DAY 1

- Super Assistant: What the Boss Expects
- Minute taking Protocol and Professional Business Writing
- Styles and Different Kinds of Bosses
- Professional Presence: Looking and Acting the Part
- Difficult Personalities and Difficult Situations: Dealing with Challenges

DAY 2

- Personal Branding
- Project Planning
- Effective Diary Management;
- Successful Events and Conference Management,
- Minute taking Protocol and Professional Business Writing
- Travel Arrangements;
- Accurate Filing and Recordkeeping



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DAY 3

- Dynamic and Positive Body Language
- Self-Confidence
- Assertiveness
- Time Management
- Stress Management
- Crisis Prevention & Management
- Conflict Prevention and Resolution

NQF LEVELS AND ALIGNMENTS

- ✓ SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits
- ✓ SAQA's Unit Standard ID10388, NQF level 4, 3 credits
- ✓ SAQA's Unit Standard ID 110023 NQF Level 4, 6 Credits
- ✓ SAQA's Unit Standard ID 13934 NQF Level 3, 4 Credits
- ✓ SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits
- ✓ SAQA's Unit Standard ID 9506 NQF Level 4, 4 credits

PRICE/COST

R4 490, 00 per delegate. Includes comprehensive training material, certificate upon completion, lunch and refreshments.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Ulindi at info@secretarialstudies.co.za or contact our office at 012 253 1888.

“ The training has brought changes in the performance of our employees.” Steve Tshwete Local Municipality



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OFFICE CLEANING AND TEA LADY TRAINING PROGRAMME

The Tea Lady plays a key role in providing a refreshment service to the company's customers and staff. Emphasis is placed on basic communication skills, stock control, cleaning, time management and problem solving which makes this an indispensable workshop. It is a comprehensive course which assists and provides the learner with increased workplace management skills. We accelerate a sense of responsibility in the workplace; improve attention to detail and time management and organisational skills. Learners have greater confidence through increased competence. **The aim of this course is to empower cleaning staff to take responsibility for the quality of their work.**

✓ Based on SAQA's Unit Standard 243204, NQF Level 1, 15 Credits

DURATION & VENUE

The course will take place over 1 day - 09:00 to 15:00 as follows:

DATE	VENUE	REGION
21 May 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
18 June 2013	Bella Khaya Conference Centre, Midrand	Gauteng
29 August 2013	Kolping Conference Centre, Cape Town	Cape Town

LEARNING CONTENT

WORKPLACE MANAGEMENT & LIFESKILLS:

- Communication and ethics in the workplace
- Communication techniques
- Telephone skills
- Office and personal safety and security
- Comprehensive cleaning, product usage and wastage control
- Personal and hygienic practice in the workplace
- Understanding and scheduling of duties within a work plan
- Shopping list compilation
- Table and tray settings
- Maintain personal hygiene, health and presentation
- First aid and CPR
- HIV/Aids awareness
- Understanding employer expectations



PRICE/COST

R1 190, 00 per delegate. Includes comprehensive training material, certificate upon completion, lunch and refreshments.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Ulindi at info@secretarialstudies.co.za or contact our office at 012 253 1888.



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SECRETARY'S DAY CORPORATE WELLNESS PROGRAMME – 4 SEPTEMBER 2013



During this training seminar, participants will learn how to run a stellar office and stay in control, no matter how hectic the day gets. Additionally, they will discover how to build personal credibility, use techniques for better listening, deal with difficult people, handle negative situations, and more..... The "Personal Assistant and Secretarial Development Programme" is the ideal conference for those needing to improve their administrative assistant skills and a perfect way for the boss to say 'Thank you for being such an awesome P.A'.

LEARNING CONTENT

We will cover topics such as:

- Super Assistant: What the Boss Expects
- Minute taking Protocol and Professional Business Writing
- Styles and Different Kinds of Bosses
- Professional Presence: Looking and Acting the Part
- Difficult Personalities and Difficult Situations: Dealing with Challenges
- Time Management
- Conflict Management
- Stress Management
- Personal Branding

DURATION, DATE AND VENUE

This course is a **1 day** programme which will be held at **Vusalela Day Spa** on **4 September 2013** from **08h30 – 17h00**.

PRICE/COST

This course is priced at **R1 590, 00** per delegate. Includes: **Comprehensive training material , Certificate of completion, Breakfast , Lunch , Hand massage , Facial , Full body and Hot Rock massage, Foot massage , Indian head massage , Full body exfoliation , Session in the Jacuzzi or Pool and end this day with decadent chocolate and liqueur .**

ENROLMENT FOR THIS PROGRAMME

To enrol your delegates for this course, kindly contact Ulindi at 012 253 1888 or alternatively e-mail info@secretarialstudies.co.za for enrolment forms and further information. **Seats are limited. Enrol TODAY** to avoid disappointment.





PROFESSIONAL BUSINESS PRESENCE AND IMAGE IMPROVEMENT PROTOCOL

In today's business environment, it is vitally important to be aware of business protocol, corporate courtesy and good business etiquette, whilst keeping the need to understand and appreciate cultural differences in mind. A lack of awareness of or appreciation for social protocols and etiquette can undermine effective working relationships, as it may be construed as rudeness, disrespect or an intolerance of people of different cultures. Participants will learn to master the principles of image enhancement, self-esteem, wardrobe planning, color analysis, professional business etiquette and communication. It is a life-changing program, designed with the total person concept of mental, emotional, physical and spiritual balance. It gives participants greater insights into how to achieve their unique potential and to help others do so, as well.

- ✓ Based on SAQA's Unit Standard ID 113924 NQF level 2, 2 Credits
- ✓ Based on SAQA's Unit Standard 14359, NQF Level 2, 5 Credits

DURATION, DATE AND VENUE

The course will take place over 1 day - 09:00 to 16:00 as follows:

DATE	VENUE	REGION
7 May 2013	Aandbloem Conference Centre, Centurion	Gauteng
14 May 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
11 June 2013	Bella Khaya Conference Centre, Midrand	Gauteng
23 July 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
13 August 2013	Bella Khaya Conference Centre, Midrand	Gauteng
26 August 2013	Kolping Conference Centre, Durbanville	Cape Town

LEARNING CONTENT

- Image Improvement
- Personality Style Dressing
- Portraying a Professional Image
- Colour coding what you wear
- Professional Communication Skills
- Business Writing Protocol
- Personal Grooming
- Enhance your Physique
- Dynamic Body Language

PRICE/COST

R1190, 00 per delegate - Includes comprehensive training material, certificate of completion and a free gift.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Ulindi at info@secretarialstudies.co.za or contact our office at 012 253 1888.



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TRAIN-THE-TRAINER (Education and Training Development Practitioner) WORKSHOP

Our Train-the-Trainer workshop is aimed at those new to training to enable them to make an effective contribution to the training and development of others. It will give trainers the basic skills and knowledge needed as a foundation from which they can later develop the specialist skills of identifying training needs, training design, training delivery and training evaluation. The aim of the Train-the-Trainer programme is to enable learners to facilitate a well structured and varied programme of learning, implement the principles of OBE, use a range of teaching methods and encourage learners to participate actively and confidently in the learning process. The course is designed to help the individual who is not—or at least not yet—a professional trainer. The focus is on the supervisor, manager or brand new trainer who has been asked to present or train a group of individuals—a task for which he or she has little prior experience.

- ✓ Based on unit standard 117871, NQF level 5, 10 credits (see other Unit Standard Alignments)

DURATION

The course will take place over 2 days from 09:00 to 16:00 as follows:

DATE	VENUE	REGION
12 February 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
12 March 2013	Swan Lake Conference Centre, Centurion	Gauteng
5 April 2013	Durbanville Conference Centre, Cape Town	Cape Town
19 April 2013	The Square Boutique Hotel & Spa, Umhlanga Ridge, KZN	Kwazulu Natal
21 May 2013	African Moon Conference Centre, Isando (Kempton Park)	Gauteng
18 June 2013	Swan Lake Conference Centre, Centurion	Gauteng
5 July 2013	Durbanville Conference Centre, Cape Town	Cape Town

LEARNING OUTCOMES

1. Get updated on the latest tools & techniques
2. Learn how to create a dynamic learning experience
3. Learn how to capture & keep attention
4. Understand how to make dull content exciting
5. Learn how to manage group dynamics effectively
6. Identify factors affecting the learning process
7. Understand different learning styles and their implication

LEARNING CONTENT

1. Plan for facilitation
2. Gain knowledge and understanding of facilitation methods
3. Understand adult learning principles and learning styles
4. Planning Training and Developing Objectives
5. Planning and Designing the Program
6. Training Methods
7. Environmental Concerns
8. Designing a Learning Sequence
9. Types of Trainers
10. Setting the Climate





11. Common Errors in Training
12. Characteristics of an Effective Trainer
13. Visual Aids
14. About Evaluations

UNIT STANDARD ALIGNMENTS

This course will prepare learners to facilitate learning events using the skills based approach and perform post-course and RPL assessments for learners. The course addresses the requirements of SAQA registered Unit Standards 7384 – “Facilitate and Adult Learning Event” and 115753 – “Conduct Outcome Based Assessments”. Enrolment is open to anyone seeking national facilitation and assessment qualifications. Learners will earn a national qualification as an ETDP (Education and Training Practitioner) and will receive RPL for Unit Standards US7384-NQF Level 4–16 Credits; US115753–NQF Level 5–15 Credits. Competence in these two unit standards means that when delivering training materials our Students meet SETA requirements for learner recognition and skills levy refunds.

RECOGNITION

Students will receive Certification upon successful completion of ‘Train-the-Trainer Advanced Facilitation Practitioner - ETDP (Education and Training Practitioner)’ US7384-NQF Level 4–16 Credits; US115753–NQF Level 5–15 Credits.

COST OF THIS PROGRAMME

This course is priced at **R3 190, 00** per delegate. Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks and parking vouchers.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Ulindi at info@secretarialstudies.co.za or contact our office at 012 253 1888.

*The Learning Styles are innovative and fun. I thoroughly enjoyed the course which wasn't 'typical lecture-style learning'.
Lerato Madonsela, Water Affairs, Lesotho*

