

HUMAN RESOURCES SECRETARY/ ADMINISTRATOR

COURSE OVERVIEW

Support staff have a crucial role to play in contributing towards the effectiveness of the department. This course is designed to provide a basic introduction to the HR function and to show how support staff can help the HR team and the organisation achieve business success. The course gives participants a basic understanding and appreciation of the role and scope of the function and key HR processes and procedures through open discussion and practical work. Participants will develop the knowledge and skills required to enhance their personal contribution and the effectiveness of their HR team.

This course is designed for administrators and secretarial staff who have recently joined an HR team or for those who wish to improve their contribution to HR team outcomes.

DURATION

12 - 18 Weeks Self-study distance learning course

OBJECTIVES

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

1. understand the role and scope of the human resources function in contributing to your organisation's success;
2. contribute and add value to the HR function;
3. utilise the knowledge, skills and aptitudes required to enhance your role;
4. improve the effectiveness of HR information systems;
5. develop your interpersonal communications skills and deal with difficult situations; and
6. assist in the planning and organisation of the recruitment and selection process.

LEARNING CONTENT

MODULE ONE – LABOUR RELATIONS ACT

1. Who is covered by the act?
2. Organisations of employers and employees
3. Organisational rights
4. Union security arrangements
5. Centralised collective bargaining
6. Workplace forums
7. Industrial action
8. Unfair treatment in the workplace
9. Dismissals
10. The transfer of a business
11. Resolution of disputes
12. Impact of the act on particular employees
13. Codes of good practice
14. Disciplinary matters
15. Incapacity (poor performance)
16. Incapacity (ill-health or injury)

MODULE TWO - PROFESSIONAL SKILLS FOR EXECUTIVE SECRETARIES

17. The Qualities of a Professional Secretary
18. The Role of a Secretary in a Company
19. Diary Management
20. Business Letter Writing
21. Telephone Etiquette
22. Decision Making
23. Creative Problem Solving
24. Communication Skills
25. Project Planning
26. Composing Faxes, Memorandums and E-mails
27. Client Care
28. Work planning
29. Conflict Resolution
30. Making Travel/Hotel Arrangements
31. Filing Systems
32. Time Management
33. Organising meetings
34. Taking minutes at meetings
35. Petty cash
36. Assertiveness
37. Document Presentation
38. Stress Management

FEES / ENROLMENT OPTIONS

We have the following payment options available for our student to choose from. Choose a payment option that best suits your style:

OPTION A: R2 890, 00.

Includes Comprehensive training material, Certificate, Examination and Shipping of material as well as a CD containing business templates, supplementary readers and Audio E-Books.

OPTION B: R1 790, 00

WE ARE NOW GOING GREEN: This course is now available on CD which means that you will receive all your course content on CD and not as printed material. Help us save the planet by choosing this option.

OPTION C: R1 290, 00

Easy and convenient: Course content will be sent to you via email.

Kindly note: There are no payment terms. Training material is released within 3 - 14 working days after payment has been received as the cost is inclusive of all your training material, supplementary readers, assignments as well as the courier charges so we need to ensure that all costs are covered prior to the release of training material.

DELIVERY PERIOD

Delivery of training material is between 3 – 14 days depending on stock availability.

ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Ulindi at info@skillsforbusinessdevelopment.org or contact 012 376 4445.



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