

# ADMINISTRATIVE ASSISTANT CERTIFICATION TRAINING

Accra - Ghana

02 - Aug 2026 - 06 - Aug 2026

\$5,500



**GENTEX**<sup>®</sup>  
TRAINING CENTER



## Introduction

The role of an administrative assistant is multifaceted and ever-evolving. In today's dynamic business environment, possessing the necessary skills and knowledge is crucial for success. This intensive five-day program, offered by Gentex Training Center, prepares aspiring and current administrative assistants for professional certification and equips them with the essential skills to excel in their roles. Through a comprehensive exploration of core administrative functions, industry best practices, and interactive exercises, participants gain the confidence and competence to become invaluable assets within any organization.

## Administrative Assistant Certification Training Course Objectives:

- Master the core competencies and responsibilities of a highly effective administrative assistant.
- Develop proficiency in essential office software applications, such as Microsoft Office Suite.
- Hone communication skills for clear and concise written and verbal communication with colleagues, clients, and stakeholders.
- Refine project management skills to effectively plan, organize, and track projects from start to finish.
- Develop expertise in calendar management and scheduling techniques for optimal time utilization.
- Master effective travel management strategies to ensure smooth business trips and client interaction.
- Understand essential business etiquette and professional protocol for effective communication in various settings.
- Gain a comprehensive understanding of recordkeeping principles and document management best practices.

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- Prepare for and successfully pass a recognized Administrative Assistant Certification Exam.
- Develop a personalized action plan to implement best practices and elevate your administrative proficiency.

## Course Methodology

This interactive program utilizes a participant-centric approach. It blends lectures from administrative professional experts, interactive workshops, real-world case studies, group discussions, and practice exercises. Participants actively engage in learning software applications, developing communication strategies, practicing calendar management, crafting travel itineraries, role-playing professional scenarios, and formulating personalized action plans for continued growth. Through experiential learning, participants gain the practical skills and theoretical knowledge needed to excel in the administrative field and confidently pursue certification.

## Who Should Take This Course

- Individuals seeking to launch a rewarding career as an administrative assistant.
- Current administrative assistants seeking to enhance their skillset and prepare for certification.
- Professionals transitioning into administrative roles who desire a comprehensive foundation in core competencies.
- Anyone interested in gaining the knowledge and confidence to excel in a supportive and administrative role.





## Administrative Assistant Certification Training Course Outline:

### Day 1: Building the Foundation: Core Administrative Skills and Software Proficiency

- Unveiling the Role of an Administrative Assistant: Responsibilities, Skills, and Career Opportunities
- Mastering Essential Office Software Applications: Microsoft Word, Excel, PowerPoint, and Outlook

### Day 2: Communication Excellence: Written & Verbal Communication Strategies

- Enhancing Communication Skills: Writing Effective Emails, Business Letters, and Reports
- Mastering Professional Communication Techniques: Active Listening, Phone Etiquette, and Interpersonal Skills

### Day 3: Project Management Prowess: Planning, Organizing, and Delivering Results

- Project Management Fundamentals: Initiation, Planning, Execution, Monitoring, and Closing Projects Successfully
- Utilizing Project Management Tools and Techniques for Streamlined Project Execution

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## Day 4: Mastering the Art of Office Management: Calendar Management, Travel Arrangements, and More

- Optimizing Calendar Management: Time Blocking, Scheduling Strategies, and Prioritization Techniques
- Developing Expertise in Travel Management: Itinerary Planning, Booking Arrangements, and Client Support

## Day 5: Professional Excellence and Certification Preparation

- Business Etiquette and Professional Protocol: Effective Communication and Interaction in Various Settings
- Recordkeeping Principles and Document Management Best Practices
- Preparing for and Successfully Passing a Recognized Administrative Assistant Certification Exam
- Formulating a Personalized Action Plan for Continuous Learning and Development

## Conclusion

By successfully completing this comprehensive program offered by Gentex Training Center, participants gain the knowledge and practical skills needed to excel in their administrative roles. They will be equipped to confidently pursue certification, demonstrate exceptional administrative proficiency, and contribute significantly to the overall success of any organization. This enhanced knowledge empowers them to become true administrative professionals, setting a high standard for excellence and exceeding expectations.

