

CERTIFIED PROFESSIONAL IN ADMINISTRATION AND OFFICE MANAGEMENT



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TRAINING CENTER



Introduction

An office functions well only when its administrative systems do. Scheduling, filing, correspondence, meetings, and information flow all depend on habits that someone has to design and maintain. This Certified Professional in Administration and Office Management Training Course gives participants the frameworks and discipline to run those systems professionally. Furthermore, it covers office planning, document and records control, meeting and correspondence management, budget and procurement administration, and team coordination. Participants also work through recognised competency standards for the profession. As a result, they leave with both practical skill and a professional benchmark to measure against.

Certified Professional in Administration and Office Management Course Objectives

- Apply administrative competency standards to daily office management.
- Organize office work with the Eisenhower Matrix and time blocking.
- Design and control filing, records, and document systems.
- Manage correspondence, reports, and official documentation standards.
- Coordinate meetings, events, and travel end to end.
- Administer office budgets, petty cash, and procurement basics.
- Supervise administrative teams with clear roles and RACI.
- Apply confidentiality, information security, and professional ethics.
- Improve office processes using Lean thinking and PDCA cycles.
- Measure administrative performance with service and accuracy indicators.

Course Methodology

- Interactive workshops built around real office management problems.

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- Guided practice in documentation, correspondence, and meeting control.
- Process mapping and records system design exercises.
- Role-play for supervision, client handling, and difficult requests.
- Case studies from corporate, government, and service environments.
- Action planning that links each standard to the participant's own office.

Who Should Take This Course

- Office managers and administration supervisors.
- Administrative officers and business support professionals.
- Executive assistants with office management duties.
- Records, filing, and documentation officers.
- Front office and guest relations supervisors.
- Administrative staff preparing for professional certification.

Certified Professional in Administration and Office Management Course Outlines

Day 1: Professional Administration Standards

- Defining the administrative profession and its competency expectations.
- Applying professional conduct, ethics, and discretion standards.
- Understanding organizational structures and reporting lines.
- Mapping administrative responsibilities across the office.
- Assessing administrative capability and improvement gaps.
- Setting professional development goals.
- Completing a competency self-assessment.





Day 2: Office Planning and Priority Control

- Tracking workload and time use across the office.
- Prioritizing with the Eisenhower Matrix and the ABCDE method.
- Planning with time blocking and realistic buffers.
- Managing interruptions, drop-ins, and urgent requests.
- Setting service standards for administrative support.
- Delegating and escalating appropriately.
- Building an office planning system.

Day 3: Documents, Records, and Correspondence

- Applying document control for versions and approvals.
- Building file plans, folder structures, and naming conventions.
- Designing retention and disposal practices.
- Writing professional correspondence and official letters.
- Drafting reports, notices, and briefing notes.
- Managing digital storage, permissions, and backups.
- Drafting a documentation and correspondence standard.

Day 4: Meetings, Budgets, and Procurement Administration

- Planning meetings with agendas and clear objectives.
- Writing accurate minutes and tracking actions to closure.
- Coordinating events, travel, and visitor arrangements.
- Administering office budgets and expense tracking.

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- Handling petty cash with controls and documentation.
- Applying procurement basics and supplier coordination.
- Preparing a meeting and budget administration plan.

Day 5: Supervision, Performance, and Improvement

- Supervising administrative teams with clear roles and RACI.
- Giving feedback with the SBI model and coaching with GROW.
- Applying information security and confidentiality practices.
- Improving office processes with Lean thinking and PDCA.
- Measuring performance with service and accuracy indicators.
- Reviewing development and setting next goals.
- Preparing a 90-day administration action plan.

Conclusion

By successfully completing Certified Professional in Administration and Office Management, participants will gain the knowledge to plan office work, control documents and records, and administer meetings, budgets, and teams to a professional standard. They will acquire skills in administrative planning, records and correspondence control, meeting and budget administration, and team supervision that meet recognised competency expectations. Gentex Training Center builds this course around real office problems, so learners return ready to manage administration with confidence and credibility.

FAQs





Q1 What is the "Certified Professional in Administration and Office Management" course about?

It develops the full administrative and office management skillset at a professional standard. The course covers competency standards and ethics, office planning and prioritization, document and records control, correspondence and reporting, meeting, budget and procurement administration, and team supervision.

Q2 What are the key benefits of the "Certified Professional in Administration and Office Management" course?

Participants run office systems with clearer standards, keep documents and records accurate and retrievable, and administer meetings and budgets with fewer errors. They also supervise teams more confidently, apply recognised competency benchmarks, and strengthen their credibility for senior administrative roles.

Q3 What skills will I gain from the "Certified Professional in Administration and Office Management" course?

You will gain administrative planning and priority control, records, documents and correspondence control, meeting, budget and procurement administration, and administrative team supervision and improvement. These four skills work together to make office management organized, controlled, and dependable.



Q4 What tools, methods, or standards are covered in the "Certified Professional in Administration and Office Management" course?

The course covers administrative competency frameworks and professional ethics standards, the Eisenhower Matrix, the ABCDE prioritization method, time blocking, document control for versioning and approvals, file plans and naming conventions, retention and disposal rules, correspondence and official letter conventions, meeting agendas and minute formats, budget and petty cash controls, procurement basics, RACI matrices, the SBI feedback model, the GROW coaching model, Lean thinking and PDCA cycles, and service performance indicators.

Q5 How is the "Certified Professional in Administration and Office Management" course applied in real-world practice?

Participants build an office planning system, draft documentation and correspondence standards, and prepare a meeting and budget administration plan for their own office. They also practise supervision and difficult-request conversations through role-play and complete a 90-day plan for their administrative role.