

Have you just received your CAPE or CXC results and feel unsure about your future or are you stuck in a low-paying job? A job in admin can help kick start your career.

Learn what Administrative Assistants do and the skills needed to be successful.

### About Us

We offer job opportunities and practical training courses that are essential to the growth and development of young job seekers and individuals looking for a change of career into the administrative field.

### Our Mission

Our mission is to fully equip our students with the necessary skills and knowledge required to obtain a job in the administrative field. We also assist them in finding suitable employment.

### About Our Courses

Our courses are aimed at preparing our students to become an asset to employers. At the end of the programme, the students would be able to display a complete understanding of the office environment and the duties/functions of the office. This gives them a competitive edge over the other job seekers.

## Administrative Course Outline

### Receptionist Duties

- Telephone Etiquette
- Receiving and greeting customers, suppliers and guest
- Incoming and Outgoing mails

### CSR Training

- Tips on good CSR skills
- Do's and Don'ts in CSR
- Handling irate customers

### Effective Business Communication

- Preparing memos, job letters, purchase order and invoices/credit notes
- Taking minutes
- Sending emails
- Communicating with co-workers, suppliers

### Office Procedures

- Use of office equipments – fax machine, photocopier etc
- Maintaining a proper filing system
- Time management – priorities duties and task, meeting deadlines and multi tasking

### Organizational Structure

- Roles, function and responsibilities of each department

### Interview Techniques

- Preparing for an interview
- Writing resume and job application letter

### Work Ethics

Reporting to duty on time  
Absenteeism  
Organization code of conduct  
Dress code

## Accounting, Payroll & Taxation Course Outline

### Ethics

- Good work ethics
- The meaning of ethical and unethical
- Outcome of poor work ethics

### Accounting

- Writing out petty cash and cheque payment vouchers
- Writing out cheque
- Balancing petty cash
- Bank reconciliation
- Writing out deposits
- Preparing invoices, credit notes and monthly statements

### Payroll

- Calculating wages, time sheet and overtime
- Calculating Paye, NIS and H/S
- Preparing payroll sheet and payslips
- Preparing NIS, Paye and H/S deductions to be paid on the 15<sup>th</sup> of each month

### Taxation

- Understanding and calculating VAT
- Preparing Vat sheet to submit to BIR
- Calculating green fund and Business Levy

## CSR Training Course Outline

- Introduction to Customer Service
- What Customer Service means
- Developing a friendly customer approach
- Professional qualities in Customer Service
- Telephone Etiquette
- Do's and Don't of Customer Service
- Communication with Irate customers
- Solving customer problems
- Customer Service Initiative
- CSR Traits
- Benefits of good customer Service

## Telephone & Front Desk Reception Training

Information system

- Receive, direct and relay telephone messages and fax messages.

Visitors management

- Welcome visitors and guests and direct appropriately.

## Computer Literacy Course Outline - Microsoft Suites 2010

- Microsoft word 2010
- Microsoft excel 2010
- Microsoft access 2010
- Microsoft power point 2010

### Computerized Typing

Objects for new typing students are to:

- develop the correct touch typing techniques
- key data quickly and accurately
- demonstrate operational skills in using the computer
- be able to key accurately, at a rate of at least 45 words per minute (WPM)

## Peachtree (Pro Accounting 2010)

Upon successful completion of this course, students should specifically be able to do the following:

1. Apply basic accounting principles and skills to analyze and create related accounting documents:
  - a) Analyze source documents
  - b) Determine the correct accounts to be charged in the recording process
  - c) Create a chart of accounts
  
2. Use Peachtree software to accomplish common computerized accounting activities:
  - a) Create a new company and all the relevant accounts, including a chart of accounts
  - b) Process data through the accounting cycle: journalizing (including the use of special journals), posting to the ledger, trial balance, adjustments, financial reports and closing entries
  - c) Issue cheques and prepare the bank statement reconciliation
  - d) Design special financial reports including creating sales invoices, purchase orders, customer and vendor database and the related subsidiary ledgers
  - e) Upkeep maintenance and control of inventory and create all the related reports such as the subsidiary ledger, inventory sheets, price lists, product activity reports, and price assignments
  - f) Prepare basic payroll reporting

Notes:

- Registration fee is \$100, with the exception of the 1 day courses.
- The Verification (registration) fee for joining the recruitment agency is \$200.
- All students are required to pay the full registration fee together with full payment or a 50% down payment per course, balance due 2 weeks upon commencement of each course. Fees are non refundable.
- Full payment is required for the 1 day courses.
- Students who have signed up for both the Business Administration and Accounting courses would be given a discount. Please consult with the school for the rate.

# Registering at the Recruitment Agency

All students who have successfully completed any one of the administrative training courses by achieving 65% and over is eligible to register with the recruitment agency.

## Academic qualifications

At least 3 O'levels, inclusive of English

## Documents to be presented:

- Resume/CV
- Original Certificates and copies
- One passport size photo
- Police certificate of character
- 2 reference/recommendation letters from non-family members

## Verification fee:

A non refundable registration fee of \$200

Please note if in six months we are unable to find you a suitable job, a refund will be given only to candidates with 5 or more CXC passes, inclusive of English and Mathematics. A refund would not be issued if the candidate has turned down a job, could not attend an interview or who have obtained a job on their own, without the assistance of the agency. Preference would be given to candidates who possess more qualifications.