

## **Personal Assistant Diploma Level 3**

### **MODULE ONE UNDERSTANDING ORGANISATIONS**

#### **Learning Objectives**

The learning objectives of this module are to:

- Understand the management role in an organisation
- Explain what is meant by the business environment and how it impacts on an organisation
- Explain the nature and scope of corporate strategy, and understand the strategic planning process
- Explain how an organisation may structure its various functions and activities
- Understand what is meant by organisational culture and how it impacts on business performance

### **MODULE TWO PROFESSIONAL APPROACH TO WORK**

#### **Learning Objectives**

The learning objectives of this module are to:

- Define professionalism and explain the role of the professional
- Understand how the professional employee adds value to an organisation
- Identify the various sources of internal personal effectiveness
- Understand what is meant by professional and business ethics
- Explain the concept of corporate social responsibility
- Understand the essential ingredients of professional development

### **MODULE THREE COMMUNICATION**

#### **Learning Objectives**

The learning objectives of this module are to:

- Understand the purpose and importance of effective communication
- Explain the process and cycle of communication
- Identify the various kinds of workplace communication and how it is sent
- Understand how to communicate effectively to others
- Be able to use properly the main methods of business writing

## **MODULE FOUR      TIME MANAGEMENT**

### **Learning Objectives**

The learning objectives of this module are to:

- Understand the dilemma and concept of time
- Explain the importance of effective time management
- Demonstrate how time management problems may be identified
- Identify the causes of ineffective use of time
- Describe the strategies to make best use of time
- Outline the benefits to be gained by effective use of time

## **MODULE FIVE    MANAGING BUSINESS INFORMATION**

### **Learning Objectives**

The learning objectives of this module are to:

- Understand why it is important for organisations to maintain business records
- Identify how data may be gathered, interpreted and presented
- Explain the legislative requirements relating to the storage of personal data
- Outline the key conventions and main elements of financial accounting
- Explain the purposes of budgets and the approaches to preparing budgets
- Distinguish between the different types of costs that exist

## **MODULE SIX      OFFICE MANAGEMENT SYSTEMS AND PROCEDURES**

### **Learning Objectives**

The learning objectives of this module are to:

- Understand the ways in which organisations may be structured
- Explain the use of various key management processes
- Identify the effective use of office administrative systems and procedures
- Explain how to plan and design office administrative procedures
- Explain the correct procedures for conducting effective business meetings

## **MODULE SEVEN      CUSTOMER SERVICE**

### **Learning Objectives**

The learning objectives of this module are to:

- Understand the importance and benefits of valuing customers
- Identify the different types and categories of customers that exist
- Explain how to recognise and meet customers' needs and expectations
- Identify and understand the main consumer legislation that exists
- Understand how to effectively handle customer complaints and problems
- Outline how to plan and manage the organising of a conference or event

## **MODULE EIGHT      WORKING WITH OTHERS**

### **Learning Objectives**

The learning objectives of this module are to:

- Understand the importance of effective teams at work
- Explain the various teams that may exist in organisations
- Explain how the development needs of others at work may be identified
- Understand what is meant by employee consultation
- Explain what is meant by being assertive in front of others
- Outline the techniques for speaking effectively in a group situation

## **MODULE NINE    LEGAL AND REGULATORY REQUIREMENTS**

### **Learning Objectives**

The learning objectives of this module are to:

- Identify the main legislation relating to health and safety at work and its impact on the employment relationship
- Explain the duties of employers and employees relating to health and safety
- Explain the issues relating to the forming of a contract of employment
- Describe the main areas of statutory employment legislation and anti-discrimination legislation
- Describe the main legislation relating to the disclosure and access of information in the workplace

## **MODULE TEN   HANDLING DIFFICULT SITUATIONS**

### **Learning Objectives**

The learning objectives of this module are to:

- Understand what conflict is and how it may affect workplace relationships
- Explain the approaches available to assist employees who have personal problems or concerns
- Explain the procedures to deal with situations of discipline and grievance
- Understand what stress is and the strategies available to manage stress
- Identify specific communication skills required to handle difficult situations