

## THE HIGH PERFORMANCE PA OR ADMINISTRATOR: ESSENTIAL SKILLS

### COURSE DATE

28 - 30 November 2012

### COURSE DURATION

3 days – 08:30 to 16:30 daily

### COURSE FEES

R10 570 (excl. VAT) per delegate

**5% discount**  
for enrolment 2 weeks  
prior to course date

### WHAT'S INCLUDED

Provision of the course by AstroTech includes:

- Dynamic and knowledgeable facilitators
- A quality folder, notepad and pen
- Training file and CD
- High quality training venue
- Parking
- A course attendance certificate
- Lunch and refreshments

### REGISTRATION DEADLINE

Your completed enrolment form must be received prior to the start of the scheduled course.

TEL 011 582 3222 / 0861 ASTROTECH  
FAX 011 582 3201 / 0861 ASTROFAX  
E-MAIL TRAINING@ASTROTECHTRAINING.CO.ZA  
PRIVATE BAG X80500 HOUGHTON 2041

**0861 ASTROTECH**  
**WWW.ASTROTECH.CO.ZA**

### ★ COURSE OVERVIEW

It has been said that a manager is only as effective as his/her PA allows him/her to be. While perhaps a little extreme, the value of an excellent administrative assistant goes unquestioned. In order for managers to make optimum use of their time and deliver exceptional results themselves, an assistant who is competent, efficient and presentable is a must have for any organisation. In order to assist PAs and administrative personnel to develop the skills necessary to be a true asset to their organisation, AstroTech is offering a training programme on "The High Performance PA or Administrator: Essential Skills". The course covers the following key topics:

#### DOING THE JOB RIGHT!

- Managing small Projects
- Organising Travel Requirements
- Organising Meetings
- Diary Management and Follow Up
- Creating an Organised Environment
- Dealing with Clients and Visitors

#### YOU AND YOUR MANAGER

- Managing your Manager
- Understanding appropriate Assertiveness
- Balancing the demands of more than one Manager
- Contributing to your Manager's success
- Organise your Manager(s) and anticipating their needs effectively
- Organising a disorganised Manager
- Working as a Team with your Manager
- Managing your and your Manager's time
- Representing your Manager(s) appropriately in a variety of situations

#### ORGANISATIONAL SKILLS

- Planning your day
- Action Plans and To-do-lists
- Planning ahead
- Time Management
- Task Prioritisation
- Effective Multi-tasking

#### COMMUNICATION SKILLS

- Telephone Skills and Call Screening
- Effective Minute Taking
- Using Professional Language
- Effective Listening and Questioning Skills
- Written Communication and E-mail
- Write Effective Agendas
- Writing on behalf of others

#### MANAGING YOURSELF & YOUR IMAGE

- Conveying a Professional Image
- Improving your Credibility
- Methods of handling Difficult People
- Developing a position of Increased Influence
- Managing your Emotions
- Conflict Management
- Problem Solving on your own
- Being a Team Player
- Developing your Network

... AND MUCH MORE!



## COURSE INFORMATION

### ★ WHO SHOULD ATTEND

- Secretaries and Personal Assistants
- Executive Secretaries and Personal Assistants
- Office Administrators
- Anyone else looking to improve their Organisational and Time Management Skills

### ★ OUTCOMES

After attending this course attendees should:

- Improve your efficiency by organising and planning well
- Learn how to manage and maximise your time effectively
- Achieve the results that you want by managing yourself and your manager
- Improve your communication skills
- Enable your manager to be more efficient and effective

### ★ TAKE HOME TOOLS

- A detailed manual, workbook and CD
- A quality folder, notepad & pen
- One month of free telephonic and e-mail support included

### ★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

### ★ ICAP ACCREDITATION

This course is accredited by ICAP (the Institute for Certified Administrative Professionals). By attending you earn 15 CAP® points.

### ★ THE VENUE

The course venue is the Protea Hotel Umhlanga Ridge, Durban, which is a four-star conference venue.

The course will be run from 08:30 to 16:00/16:30 daily.

Accommodation is available at the hotel.

To book with them please contact reservations on 031 582 6000.

Course venues will be confirmed prior to course commencement.



### ★ LEVEL 1 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 135% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

### ★ TERMS & CONDITIONS

- If the course is not held for any reason, AstroTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at training@astrotechtraining.co.za within the following timeframes:
  - **CANCELLATIONS:**
    - CANCEL WITHOUT COSTS:** If you advise us BY EMAIL **at least SEVEN** calendar days before the course
    - PAY 50% OF THE COURSE FEE:** If you advise us BY EMAIL **less than SEVEN** calendar days, but more than 24 hours before the course
    - PAY 100% OF THE COURSE FEE:** If you advise us BY EMAIL **less than 24 hours** before the start of the scheduled course, OR if the delegate is **ABSENT** without notification
  - **POSTPONEMENTS:**
    - WITHOUT COSTS:** If you advise us BY EMAIL **more than THREE** working days before the course
    - WITH ADDITIONAL FEE (R1,430 PER DELEGATE):** If you advise us BY EMAIL **THREE or less** working days before the course starts, or if the delegate is **ABSENT** without notification, but still wants the option of postponement
- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.
- **PRESENTERS**  
Should it be necessary, AstroTech reserves the right to substitute the presenter.
- **COMMUNICATION**  
When a person registers on AstroTech's website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise by AstroTech and/or its business partners.
- **DISCLAIMER**  
AstroTech will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.

COURSE NAME: **The High Performance PA or Administrator: Essential Skills**

COURSE CODE: **HPPA 20121128 (Durban)**

COURSE DATE: **28 - 30 November 2012**

DURATION: **3 DAYS**

COURSE FEE: **R10 570.00 excl. VAT (per delegate)**

Qualify for a **5% discount**, if we receive your form before: **14 November 2012**

DISCOUNTED FEE: **R10 041.50 excl. VAT (per delegate)**

**TOTAL NUMBER OF DELEGATES TO BE ENROLLED:**

> **DELEGATE DETAILS** [Substitutions may be made at any time prior to the start of the training course]

**1** First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_ Special Diet:  K  H  V  O

E-mail \_\_\_\_\_

Cell No.           Office Tel No.

**2** First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_ Special Diet:  K  H  V  O

E-mail \_\_\_\_\_

Cell No.           Office Tel No.

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE NEXT PAGE.

**DIETARY REQUIREMENTS** [Insert total no. of DELEGATES requiring special meals PER CATEGORY- meal fees below are **additional** to course fee]

KOSHER: R450 (excl. VAT) per day  HALAAL: R305 (excl. VAT) per day  VEGETARIAN: Always available at no cost

OTHER: (e.g. allergies, etc) Please specify: \_\_\_\_\_

Special Needs (e.g. wheelchair, visual disability, etc) \_\_\_\_\_

> **COMPANY / ORGANISATION DETAILS** (Please supply company details as required for a SARS compliant Tax Invoice)

Company Name \_\_\_\_\_

Department/Division \_\_\_\_\_

Postal Address \_\_\_\_\_ Postal Code

Company VAT Registration No.

Main Company Switchboard No.           Fax No.

> **PAYMENT** (Payment is required prior to the start of the training course. **NB:** Use your invoice number as reference on your deposit/EFT)

Purchase Order No. (to be incl. on Invoice if applicable) \_\_\_\_\_

Do you require separate invoices for each delegate? YES  NO

Payment Contact Person \_\_\_\_\_

Office Telephone No.

E-mail \_\_\_\_\_

> **AUTHORISATION**

Name \_\_\_\_\_

Position \_\_\_\_\_

Office Telephone No.           Cell No.

E-mail \_\_\_\_\_

**Authorising Signature:**

Date   /   /

Your booking is confirmed as soon as we receive your completed enrolment form, which you can e-mail to [training@astrotechtraining.co.za](mailto:training@astrotechtraining.co.za) or fax to **011 582 3201**. If you need any assistance whatsoever, please call us on **011 582 3222**.

Submission of this enrolment form constitutes acceptance of our Terms and Conditions, and also serves as confirmation of your authority to make the booking and ensure payment on behalf of your Organisation.

