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COURSE BROCHURE

Key Administrative Skills Training Course for Junior Office Staff

14 – 18 November 2027
Kuala Lumpur

Key Administrative Skills Training Course for Junior Office Staff

Ref: 687_25692 **Date:** 14 – 18 November 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Key Administrative Skills for Junior Office Staff is a 1-week training course for new and junior administrators who leave with an administrative skills checklist covering writing, filing, calls, meetings and simple reports. Offices now expect newcomers to be productive within weeks, often with little shadowing, so a shared baseline of everyday competence protects service quality. Jupiter Prime Training delivers this course in key administrative skills for junior office staff.

Why Key Administrative Skills Matter Now

Three changes raise the bar for junior staff. Hiring cycles are faster and induction periods shorter, so new starters handle real correspondence and callers in their first week. Managers rely on small spreadsheet summaries rather than verbal updates, which puts basic reporting into entry-level roles. Shared drives and hybrid meetings mean one misfiled document or missing action note can slow a whole department. Offices that build these habits early see fewer reworked letters and lost files; those that leave newcomers to improvise accumulate errors that senior colleagues later absorb. The course rests on plain-language writing principles, the records lifecycle and structured minute-taking formats.

Who Gains Most from Key Administrative Skills

- Newcomers who draft routine emails, letters and memos for managers
- Staff who answer and route incoming calls for a department
- Staff who keep paper and electronic files in order
- Staff who book rooms, circulate agendas and take notes in meetings
- Staff who compile simple weekly figures for supervisors

Cohorts of recently hired administrators from one organisation gain most when they attend together and leave with one shared standard.

Key Administrative Skills Capabilities

Participants leave able to handle the routine tasks that fill an administrator's first months accurately and with confidence.

- Draft clear emails, letters and memos using plain-language structure — managers who sign outgoing correspondence
- Apply a consistent filing and naming system to paper and digital records — colleagues retrieving documents
- Handle, transfer and log telephone calls with professional etiquette — callers and the people they need
- Prepare agendas, room bookings and action-focused meeting notes — chairs following up decisions
- Build a simple spreadsheet report with totals, sorting and a chart — supervisors tracking weekly activity
- Assess personal progress against a skills checklist — the line manager planning further development

Key Key Administrative Skills Terms

- Plain language — writing that uses short sentences and familiar words so the reader understands it on first reading
- Records lifecycle — the stages a document passes through from creation and use to storage, archiving and disposal
- Naming convention — an agreed pattern for file names, such as date, subject and version, that keeps folders searchable
- Call log — a short record of each call's caller, purpose, time and the action promised
- Action minutes — meeting notes that record decisions, owners and deadlines rather than full discussion
- Pivot table — a spreadsheet feature that summarises rows of figures by category without changing the source data

Key Administrative Skills Day by Day

Day 1: The Junior Administrator's Desk

- Role Map of Administrative Tasks — Where Newcomers Add Most Value
- Plain-Language Writing Principles — Clarity for Every Reader
- Email Structure and Subject Lines — Getting Replies on Time
- Formal Letter and Memo Layouts — Matching Format to Audience
- Proofreading Checklist — Catching Errors Before Sending

Day 2: Filing and Records

- Records Lifecycle Basics — Deciding What to Keep and Archive
- Alphabetical, Numerical and Subject Filing — Choosing a Filing Method
- Folder Structures and Naming Conventions — Finding Files Quickly
- Confidential Document Handling — Who May See What
- Tracking Borrowed Files — Avoiding Lost Records

Day 3: Telephone and Front-Line Etiquette

- Call Greeting and Identification Scripts — First Impressions on the Line
- Call Transfer and Hold Procedures — Keeping Callers Informed
- Message Taking and Call Logs — Ensuring Promised Callbacks Happen
- Handling Upset Callers Calmly — Protecting the Organisation's Reputation
- Voicemail and Out-of-Office Messages — Setting Clear Expectations

Day 4: Meetings and Spreadsheet Reporting

- Agenda Templates and Room Booking — Preparing Meetings That Start on Time
- Action Minutes Format — Recording Decisions, Owners and Deadlines
- Spreadsheet Data Entry and Formatting — Keeping Figures Consistent
- Sums, Sorting and Filters — Answering Supervisors' Routine Questions
- Simple Charts and Pivot Tables — Presenting Weekly Figures Clearly

Day 5: Practising the Administrative Skills Checklist

- Correspondence Redraft Exercise — Applying Day 1 Writing Principles
- Filing Sort Simulation — Testing Day 2 Methods on Mixed Documents
- Mock Meeting With Live Minutes — Combining Day 3 and Day 4 Skills
- Weekly Activity Report Build — Producing a One-Page Spreadsheet Summary
- Administrative Skills Checklist — Self-Rating and Next Steps With Manager

Applying Key Administrative Skills After the Course

- Introduce a shared call log and message template for the department's main phone line
- Produce a one-page weekly spreadsheet summary for a supervisor using sorting, totals and a chart

Key Administrative Skills Questions FAQ

What are key administrative skills for junior office staff and why do they matter now?

They are the everyday abilities of writing, filing, call handling, meeting support and simple reporting. They matter now because new starters take on real work within days, and early accuracy saves senior staff time.

Which roles gain most from key administrative skills training?

New and junior administrators gain most, including receptionists, office assistants and department clerks, for instance in a university faculty office or a retail head office.

How does a key administrative skills course differ from an executive secretary course?

It builds the entry-level foundation rather than senior support. Executive secretary courses cover diary control for leaders, confidential briefings and board work, while this one covers routine office tasks.

What do you bring back from key administrative skills training?

You bring back a personal checklist rating your writing, filing, telephone, meeting and spreadsheet skills, along with templates you can use from your first day back.

Key Administrative Skills: The Way Forward

The administrative skills checklist first informs which tasks a new administrator can handle alone and where supervision is still needed. The participant uses it for self-review, and the line manager uses it to plan coaching and assign work. After the first quarter, the checklist is worth revisiting to raise standards and add tasks the role has since taken on.