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COURSE BROCHURE

Professional Skills Training Course for Administrators and Secretaries

18 – 22 July 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Professional Skills Training Course for Administrators and Secretaries

Ref: 698_26092 **Date:** 18 – 22 July 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Professional Skills for Administrators and Secretaries is a 1-week training course for office administrators, secretaries and personal assistants who leave with a professional standards handbook covering conduct, discretion, minutes, travel and stakeholder contact. Organisations now judge their front office by how reliably sensitive information, senior travel and visitor contact are handled. Jupiter Prime Training offers this course in professional skills for administrators and secretaries.

Why Professional Skills for Administrators and Secretaries Matter Now

Three pressures shape the role today. Hybrid offices mean administrators represent the organisation on video calls, in shared inboxes and at reception, so personal presentation is visible to far more people. Data-protection expectations make every forwarded attachment and overheard conversation a potential breach. Executives travel and meet more often across time zones, pushing itinerary planning and minute accuracy onto support staff. Offices that set clear standards earn trust from leaders and visitors; those that leave conduct to habit see leaked papers, missed flights and disputed decisions. The course rests on the records lifecycle, the need-to-know principle and action-minute formats.

Who Gains Most from Professional Skills for Administrators and Secretaries

- Staff who greet visitors and represent a department at reception or on calls
- Staff who handle personnel files, board papers and other restricted documents
- Staff who record meetings and circulate decisions and owners
- Staff who book flights, hotels and visas for travelling managers
- Staff who coordinate messages between leaders, clients and suppliers

Secretarial pools and shared-services teams gain most when several members attend together and agree one house standard.

Professional Skills for Administrators and Secretaries Capabilities

Participants turn unwritten office etiquette into explicit, repeatable standards that a manager can audit.

- Apply a dress, voice and email presence code — visitors and senior leaders
- Classify documents by sensitivity and handle them on a need-to-know basis — records owners
- Produce action minutes that record decisions, owners and deadlines — meeting chairs
- Build travel itineraries with contingencies and expense trails — travelling executives
- Communicate with stakeholders using tailored tone and escalation routes — clients and suppliers
- Assemble a professional standards handbook — the wider administrative team

Key Professional Skills for Administrators and Secretaries Terms

- Professional presence — the impression created through appearance, voice, posture and written tone when representing an organisation.
- Need-to-know principle — sharing information only with people whose role requires it for the task in hand.
- Clean desk practice — clearing papers and locking screens whenever a workstation is left unattended.
- Action minutes — a meeting record that lists each decision with its owner and due date rather than full discussion.
- Travel brief — a one-page summary of itinerary, contacts, bookings and fallback options handed to a traveller.
- Stakeholder map — a chart of the people an office deals with, ranked by influence and preferred contact channel.

Professional Skills for Administrators and Secretaries Day by Day

Day 1: Professional Presence and Office Etiquette

- Professional Presence Model — First Impressions at Reception and Online
- Dress and Grooming Codes — Matching Image to Organisational Culture
- Telephone Voice and Video Call Conduct — Representing Senior Leaders
- Email Tone and Signature Standards — Consistency Across the Office
- Cross-Cultural Courtesy Norms — Hosting International Visitors

Day 2: Confidentiality and Discretion

- Information Sensitivity Classification — Choosing Handling Rules per Document
- Need-to-Know Principle — Deciding Who Receives Restricted Papers
- Clean Desk and Screen Lock Practice — Preventing Casual Exposure
- Secure Disposal and Records Lifecycle — Retaining or Destroying Files
- Discretion Scenarios — Responding to Probing Questions Politely

Day 3: Minutes and Meeting Records

- Agenda and Pre-Read Preparation — Shaping a Focused Meeting
- Action Minute Format — Capturing Decisions, Owners and Dates
- Neutral Summary Writing — Recording Disagreement Without Bias
- Minute Approval and Circulation Routes — Confirming the Official Record
- Action Tracker Follow-Up — Chasing Open Items Before Next Meeting

Day 4: Travel Arrangements and Stakeholder Contact

- Itinerary Planning Matrix — Balancing Cost, Time and Traveller Comfort
- Visa, Accommodation and Transfer Checklist — Avoiding Missed Connections
- Travel Brief and Contingency Plan — Handling Delays and Cancellations
- Stakeholder Map — Prioritising Contacts by Influence and Channel
- Escalation and Complaint Scripts — Managing Difficult Callers Calmly

Day 5: Practising the Professional Standards Handbook

- Presence Self-Audit — Applying Day 1 Codes to Own Practice
- Confidentiality Drill — Testing Classification Rules on Sample Papers
- Mock Board Meeting — Producing and Circulating Action Minutes
- Travel Crisis Simulation — Rebooking a Disrupted Executive Trip
- Professional Standards Handbook — Agreeing House Rules for the Office

Applying Professional Skills for Administrators and Secretaries After the Course

- Run a clean desk and document classification check across the office and share the findings with the line manager.
- Introduce the action minute template at the next departmental meeting and track open items until the following session.

Professional Skills for Administrators and Secretaries Questions FAQ

What are professional skills for administrators and secretaries and why do they matter now?

They are the conduct, discretion, record-keeping and coordination habits that let support staff represent an organisation reliably. They matter now because hybrid work, data protection and frequent executive travel put administrators in front of more people and more sensitive information than before.

Which roles gain most from professional skills for administrators and secretaries?

Secretaries, personal assistants, receptionists and office administrators gain most. Anyone who greets visitors, handles restricted files, takes minutes or books travel for managers will use the standards from the first week back.

How do professional skills for administrators and secretaries differ from executive assistant courses?

This course sets the core standards of conduct and discretion for all support staff. Executive assistant courses go further into strategic partnership with one senior leader, board governance and project coordination at a more senior level.

What do you bring back from professional skills for administrators and secretaries?

You bring back a professional standards handbook with presence codes, classification rules, a minute template, a travel brief format and stakeholder scripts. It can be adopted by your whole office immediately.

Professional Skills for Administrators and Secretaries: The Way Forward

The professional standards handbook first informs how restricted documents and senior visitors are handled in the office. Administrators, secretaries and their line managers use it as a shared reference for onboarding and peer checks. After its first use, revisit the stakeholder map and escalation scripts, since contact patterns and leadership priorities shift and the handbook should reflect who the office actually serves.