MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Administration and Customer Service

Administrative Office Procedures and Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2829	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

The Administrative Office Procedures and Management course offered by Magna Skills provides participants with comprehensive training in office management practices and procedures. This course covers essential administrative functions, including time management, organization, communication skills, record keeping, and office technology utilization. Participants will learn how to efficiently manage administrative tasks, coordinate office operations, and support organizational goals.

Course Outcomes

1. **Time and Task Management:** Develop strategies for prioritizing tasks, managing time effectively, and maximizing productivity in the workplace.
2. **Organizational Skills:** Learn techniques for organizing physical and digital workspaces, managing files and documents, and maintaining confidentiality and security.
3. **Communication Skills:** Enhance verbal and written communication skills, including phone etiquette, email etiquette, professional correspondence, and interpersonal communication.
4.

Record Keeping and Documentation: Understand the importance of accurate record keeping and documentation in the office, including filing systems, data entry, and information management.

5. **Office Technology Proficiency:** Familiarize yourself with common office technologies and software applications, including word processing, spreadsheet management, presentation software, and database management.

Course Outline / Curriculum

Module 1: Introduction to Office Administration

- Overview of office management functions and responsibilities
- Importance of effective office procedures in organizational success

Module 2: Time and Task Management

- Techniques for prioritizing tasks and managing time effectively
- Strategies for overcoming procrastination and staying organized

Module 3: Organizational Skills

- Organizing physical and digital workspaces for efficiency and productivity
- Managing files, documents, and supplies in the office environment

Module 4: Communication Skills

- Developing effective verbal and written communication skills
- Phone etiquette, email etiquette, and professional correspondence

Module 5: Record Keeping and Documentation

- Establishing and maintaining efficient filing systems
- Data entry, information management, and confidentiality protocols

Module 6: Office Technology Proficiency

- Introduction to common office software applications
- Word processing, spreadsheet management, presentation software, and database management

Module 7: Office Equipment and Resource Management

- Understanding office equipment and resources
- Maintenance, procurement, and budgeting for office supplies and equipment

Module 8: Meeting and Event Coordination

- Planning and organizing meetings, conferences, and events
- Scheduling, logistics, and coordination of resources

Module 9: Customer Service and Reception Management

- Providing excellent customer service in the office environment
- Managing reception duties, greeting visitors, and handling inquiries

Module 10: Office Policies and Procedures

- Understanding office policies, procedures, and protocols
- Compliance with legal and regulatory requirements in office administration

The Administrative Office Procedures and Management course equips participants with the knowledge and skills necessary to effectively manage office operations and support organizational success. Through a blend of theoretical learning, practical exercises, and real-world case studies, participants will gain proficiency in time management, organization, communication, record keeping, and office technology utilization, enabling them to excel in administrative roles and contribute to the efficiency and productivity of their organizations.

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairobi,
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flex

Organisation-Based Training

Magna Skills can also arrangededicated in-house training forministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Administrative Office Procedures and Management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____