

**Administration and Customer Service**

# Administrative Office Procedures

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

COURSE CODE

**MSD2846**

DELIVERY

**Online / Face-to-Face**

DURATION

**Flexible**

PREPARED FOR

**Organisation Approval**[Register for this Course](#)[View Online Course Page](#)

## Course Overview

Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly.

## Course Outcomes

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

**At the end of this workshop, participants should be able to:**

- Organize a binder
- Develop procedures
- Prepare checklists
- Understand succession planning
- Collect the correct tools

# Course Outline / Curriculum

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## **Module One: Getting Started**

- Housekeeping Items
- The Parking Lot
- Workshop Objectives

## **Module Two: Why Your Office Needs Administrative Procedures**

- Business Continuity
- Succession Planning
- Internal and External Audit Requirements
- Recovery Planning
- Case Study
- Module Two: Review Questions

## **Module Three: Gathering the Right Tools**

- Binder
- Section Divider
- Sheet Protectors
- Cover to Cover Binders
- Case Study
- Module Three: Review Questions

## **Module Four: Identifying Procedures to Include**

- Tracking Tasks for Some Days
- Reach Out to Other Employees for Feedback/Ideas
- Write Down Daily Tasks
- Keep Track Using a Spreadsheet
- Case Study
- Module Four: Review Questions

## **Module Five: Top Five Procedures to Record**

- Use a Template to Stay Consistent from Track to Track
- Be as Detailed as Possible
- Use Bullet Points Instead of Paragraphs
- Ask Someone to Execute the Procedure
- Case Study
- Module Five: Review Questions

## **Module Six: What to Include in Your Binder (I)**

- Phone Etiquette
- Business Writing
- Effective Time Management
- Creating Meeting Arrangements
- Case Study
- Module Six: Review Questions

### **Module Seven: What to Include in Your Binder (II)**

- Policy on Absences
- Breaks
- Salaries
- Benefits
- Case Study
- Module Seven: Review Questions

### **Module Eight: Organizing Your Binder**

- Create a Table of Contents
- List Each Section (e.g. Accounting)
- List Procedures in that Section
- Keep Binder Updated with any New Changes
- Case Study
- Module Eight: Review Questions

### **Module Nine: What Not to Include in the Procedure Guide**

- Passwords
- Identify Other Confidential Information Via Your Employer
- Store Information in a Separate Folder Outside of the Guide
- Find a Secure Location to Store
- Case Study
- Module Nine: Review Questions

### **Module Ten: Share Office Procedure Guide**

- Give Guide to Boss/Executive to Review
- Inform Office Personnel of Procedure Guide
- Place Guide in a Visible Area
- Allow Office Personnel to Express Improvements/Updates if Needed
- Case Study
- Module Ten: Review Questions

### **Module Eleven: Successfully Executing the Guide**

- Create a One Hour Meeting/Seminar for Employees
- Stay Consistent with Procedures
- Make Employees Aware of any Updated Changes
- Keep Open to Improvements
- Case Study
- Module Eleven: Review Questions

### **Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## **Target Audience**

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## **Key Course Benefits**

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### **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, Kenya

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

Flexibility

### Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, 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.

<b>Organisation / Department</b>	
<b>Delegate Name(s)</b>	
<b>Approved Course</b>	Administrative Office Procedures
<b>Preferred Delivery Mode</b>	<input type="checkbox"/> Online <input type="checkbox"/> Face-to-Face <input type="checkbox"/> Organisation-Based Training
<b>Preferred Training Venue / Date</b>	
<b>Estimated Number of Delegates</b>	
<b>Budget / Vote Number</b>	
<b>Contact Person</b>	
<b>Email / Mobile</b>	

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Authorised Name

\_\_\_\_\_  
Signature / Stamp

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Date