



PROFESSIONAL QUALIFICATION IN
**ADMIN AND SECRETARIAL AND
FRONTDESK MANAGEMENT**



OVERVIEW

This professional qualification will give you practical, hands-on core secretarial skills to enable you to work effectively in an office administration support role. Ideal for those new to this profession or those who want to refresh their secretarial skills. Gone are the days when being a secretary meant simply taking care of the typing, filing and answering of phones. Today, a great secretary is central to the smooth running of any business, ensuring day to day activities happen in the most efficient manner. With our program, you'll learn the essential skills to be a highly regarded secretary or executive assistant, working under pressure and prioritizing workloads which allow executives and managers to work more effectively.





COURSE CONTENT

01

General Secretary

- Types of Secretaries

02

Duties and Responsibilities of a Secretary

- Dress Code Policy
- Telephone Etiquette
- Scheduling Meetings and Events
- Calendar Management
- Travel Arrangement

03

Human Relations in Organizations

- Effective Communication Skills
- Correspondence
- Email Writing

04

Record Keeping And Data Management

- File System Management

05

Office Management Skills

- Time Management
- Stress Management

06

Administrative Management

- Employee Retention
- Office Morale
- Handling Difficult Situations

07

Marketing your Skills

- Job Interviews



Course Duration:

10 Weeks



Local Certification:

Professional Qualification
attested by Qatar Chamber of
Commerce and MOFA



International Awarding Body:

OTHM Qualifications UK



SAMPLE CERTIFICATE


مركز الايكون للتدريب الإداري
ICON
TRAINING CENTRE
CENTRE FOR EDUCATION & TRAINING

CERTIFICATE OF COMPLETION

This is to certify that

has successfully completed

Professional Qualification in ADMINISTRATION AND SECRETARIAL WITH FRONT OFFICE MANAGEMENT

Course Organized By Icon Training Centre, New Salata, Qatar
From: June 21, 2022 To: September 13, 2022

ITC/ASF-B48/10325


Manager,
Icon Training Centre




المجالس الأعلى للتعليم
SUPREME EDUCATION COUNCIL





ICON PAVES THE WAY.

Icon Training Centre (ITC) is established to advance the competence and career aspirations of working professionals. ITC has been recognized for its quality service and academic excellence which has help in forming the country's most successful individuals in various industries. This aims to play the role of a valuable learning partner of working professionals through structured learning pathways made possible by the unique combination of practical industry knowledge integrated with general management skills. ITC is dedicated to meet the educational needs of working professionals and prepare them to realize business and career opportunities.

Build your future with ICON — and let your dream find its direction.

CONTACT US



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