MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

Generated: 23-Nov-2026

Course Profile Document

Administration and Customer Service

Advanced Secretarial and Executive Assistants Programme

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

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2520	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

The Magna Skills Development Institute training course in Training Advanced Skills for Personal and Executive Assistants provides personal and executive assistants with a clear understanding of the range of important functions they fill, and exposes participants to the the tools and techniques that allow them to be more effective in their role.

In this course, you will learn a range of practical skills and techniques that will empower you to portray professionalism in this supporting role, and teach you a range of techniques that will improve your abilities - from arranging and controlling meetings, professional business writing skills, time management skills, managing upwards, social media management, handling commercially sensitive information and much more!

This Advanced Skills for Personal and Executive Assistants training course can be delivered at your premises anywhere in Africa by one of our expert local or international trainers.

Executive secretaries of the 21st Century require knowledge, skills and abilities that are closely aligned to many of those of their executive bosses. They are required to have problem solving abilities and the initiative to think on their feet while juggling many balls all at the same time and without dropping any! The Professional Skills for Executive Secretaries and PA’s workshop will strengthen your current skills with a powerful, direct approach to ensure the achieving of personal effectiveness in the business environment.

Course Outcomes

- Understand the importance of effective administration skills within an organization
- Enhance communication and interpersonal skills
- Manage time efficiently and be able to think proactively
- Describe the essentials of an effective office system;
- Segregate important tasks and prioritise them;
- Know how to write various types of letters and memos;
- Improve skills in record keeping, organizing meetings;
- Understand the principles of internal and external communication;
- Develop the skills needed to be a professional secretary
- Set up and manage effective filing systems
- Understand office equipment and the supportive role it plays in modern office environments

Course Outline / Curriculum

- Institutional management principles and practises
- Secretarial & Administrative Roles
- Responsibilities
- Developing A Professional Image
- Appearance and Punctuality
- Introduction To Office Ethics
- Communication
- Written Business Communication
- Telephone Skills
- How To Deal With Callers Professionally
- Telephone Etiquette
- How To Handle Bosses
- Planning and Prioritising
- Scheduling of Meetings
- Planning Skills For Effective Meetings
- What To Do Before, During, and After Meetings
- Writing Minutes Of Meetings
- Minute taking
- Effective Filing Systems
- Identifying Different Methods Of Filing
- Efficient filing
- How To Ensure The Effectiveness Of Filing Systems
- Equipment That Improves Office Efficiency
- Basic Finance
- Processing invoices
- Managing Petty Cash Systems
- Stock Control and Stationery
- Managing Stationery Supplies & Stock
- Health and Safety
- Management of electronic records: issues, challenges, problems
- Action planning

Target Audience

- Records management officers
- Executive secretaries to ministers, chief executive officers, managing directors
- Personal Assistant and Private Secretaries
- Administrative Assistants.
- Registry Officers
- Secretaries and PAs
- Administration Officers

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 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.

Organisation / Department	
Delegate Name(s)	
Approved Course	Advanced Secretarial and Executive Assistants Programme
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 _____