MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Administration and Customer Service

Administrative Office Procedures

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

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2846	**Online / Face-to-Face**	**Flexible**	**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

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Why Your Office Needs Adminstrative 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: Identiyfing 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

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
- Flexib

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	Administrative Office Procedures
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 _____