



SINGAPORE  
WORKFORCE SKILLS  
QUALIFICATIONS

Equip your staff with the practical skills and knowledge  
to handle office tasks and challenges effectively

**SSG-APPROVED COMPETENCY-BASED TRAINING PROGRAM**

# Effective Office and Administrative Skills

(Synchronous e-Learning)

**GAIN PRACTICAL AND VALUABLE SKILLS TO  
PERFORM YOUR ROLE AS AN EFFECTIVE OFFICE ADMINISTRATOR**

- Handle office tasks and informational needs efficiently
- Maintain office files, records, and documents for easy retrieval
- Update office records and reports for decision making
- Work with colleagues, team leaders, and supervisors to provide efficient and effective office support and services
- Perform follow-up actions effectively



*another module in our  
**Skills and Competencies**  
offering*

**ACQUIRE SKILLS AND  
TECHNIQUES TO PERFORM  
YOUR ROLE AS AN EFFECTIVE  
OFFICE ADMINISTRATION  
PROFESSIONAL**



**The multi-skilled admin  
professional:**

- Handling multiple task activities
- Managing workload and deadlines
- Maintaining documents and information for easy retrieval
- Coordinating office tasks and activities
- Performing follow-up actions

**PROGRAM**

**☐ DUTIES AND RESPONSIBILITIES OF AN ADMINISTRATIVE PROFESSIONAL**

- role of the administrative professional in centralised services
- importance of providing effective and efficient support
- multi-tasking responsibilities in today's workplace

**☐ QUALITIES AND SKILLS TO PERFORM TASKS AND CHALLENGES**

- mindset, passion, and values
- skills for effective performance

**☐ APPLYING PRINCIPLES OF EFFECTIVE OFFICE ADMINISTRATION**

- cost effectiveness and work efficiency
- principles of information and records management
- company procedures and standards

**☐ HANDLING AND MAINTAINING INFORMATION, DOCUMENTS, AND REPORTS FOR EASY RETRIEVAL**

- tools for task performance
- use of templates: forms, records, reports, checklists, and schedules
- prepare forms, records, and reports in required format
- maintain office files, records, and reports for easy retrieval
- perform processing of reports

**☐ APPLYING SOFT SKILLS FOR ACHIEVING RESULTS WITH PEOPLE**

- working with colleagues and bosses
- coordinating administrative tasks and activities to provide efficient and effective office support and services

**METHODOLOGY**

Presentation, Guided Discussions, Case Study, Role Play, and Group Discussions

## OTHER COURSE DETAILS

PREREQUISITES	<p><b>Education:</b> minimum 'secondary' level</p> <p><b>Language:</b> able to speak, and write in English at a proficiency level not lower than WPL Level 3</p>
WHO SHOULD ATTEND	Staff working in office administration, customer service support, service and sales support, project coordination, and other roles involving secretarial support and services.
COURSE DURATION	<b>Duration:</b> 18 hours
COURSE REFERENCE NUMBER	TGS-2020503896
SSG FUNDING VALIDITY PERIOD	5 May 2020 to 4 August 2022
COURSE FEE AND SSG TRAINING GRANTS	<p><b>Course Fee (before SSG Training Grant):</b> \$500</p> <p><b>Course Fee (after SSG Training Grant):</b></p> <ul style="list-style-type: none"> <li>• MCE/SME: \$50</li> <li>• Singaporeans below 40 years and PRs: \$194</li> </ul> <p><i>(MCE: Singapore citizens, 40 years and above)</i></p> <p><b>SSG terms and conditions apply.</b></p>
ABSENTEE PAYROLL	Available for company-sponsored participants
SKILLSFUTURE CREDIT ACCOUNT	Individuals who have SkillsFuture Credit Account can pay the <b>net course fee</b> from their SkillsFuture Credit Account.
CERTIFICATES	On successful completion of the course and meeting SSG's terms and conditions on attendance and assessments, participants will earn a <b>WSQ Statement of Attainment</b> .
TRAINING VENUE <i>(in person)</i>	150 Orchard Road #04-12 Orchard Plaza Singapore 238841 <i>(nearest MRT station: Somerset Station/Dhoby Ghaut)</i>
VIRTUAL	Synchronous (zoom)

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