

SECRETARIAL

RPS

Registered Professional Secretary (RPS)

Since Professional Secretaries basically run an organisation and hold it together, the demand for competent Administrative personnel is huge. Obtaining this qualification would increase your employability and, depending on which field you specialise in, develop the skills you need to perform your function efficiently.

As the job description of a Professional Secretary is so diverse, the qualities needed for this profession are also widely ranged. They would include the following abilities: making decisions, implementing new technology, taking the initiative, working with people, taking the lead, keeping an open mind, working under pressure, making sense out of chaotic situations, negotiating deals, participating in group discussions, setting priorities, handling correspondence, keeping files and records up to date, taking minutes, preparing documents, proofreading, coordinating activities, etc.

Certification Issued By

Leadership & Management Global Organization (LMGO - Switzerland) The Leadership and Management Global Organization (LMGO ®) is a global provider of leadership development and management research and certifications. Ranked among the world's top providers of executive accreditation and standardization, LMGO helps clients leverage leadership and management to drive results that matter.

**Who Should Attend?**

Relevant for anyone who deals with the day-to-day running of an office, including office managers, PAs and secretaries or administrative personnel.

Career Prospects

- ✓ Administrative Assistant
- ✓ Receptionist
- ✓ Clerk
- ✓ Office Administrator
- ✓ Executive Secretary
- ✓ Typist
- ✓ Data Capturer
- ✓ Personal Assistant

Eligibility Requirements

You are qualified to take this certification if you have any of the below requirements:

- ✓ Must have at least one year experience in related field
- ✓ Finish Grade 12

Course Parts**Business English**

- ✓ The key principles of effective business communication
- ✓ Read and view for understanding and evaluate critically and respond to a wide range of texts
- ✓ Written communication
- ✓ Write and present documents for a wide range of purposes and audiences using conventions and formats appropriate to diverse contexts
- ✓ Understanding the work environment
- ✓ Putting it all together
- ✓ Use language structures and conventions appropriately and effectively
- ✓ Computer Practice

Introduction to Computers

- ✓ Word Processing Microsoft Word 2010
- ✓ Word Processing Editing Commands
- ✓ Word Processing Formatting a Document
- ✓ Word Processing Block Operations
- ✓ Word Processing Headers and Footers
- ✓ Microsoft Excel Introduction
- ✓ Microsoft Excel Set Display of the Worksheet

Excellence in Service: Basic

- ✓ Customer service and customers
- ✓ Customer expectations
- ✓ Attitude and attention
- ✓ Quality of service
- ✓ Problem solving
- ✓ Dissatisfied customers
- ✓ Upset customers
- ✓ Stress in service situations
- ✓ Communication Fundamentals
- ✓ Interpersonal communication
- ✓ Telephone skills
- ✓ E-mail Etiquette
- ✓ Business Etiquette

Principles of Professional Behaviour

- ✓ Interview Etiquette
- ✓ Planning and Attending Business Meetings
- ✓ Electronic Etiquette
- ✓ Multicultural Etiquette

Financial Management: Basics

- ✓ Basics of Accounting
- ✓ The Accounting cycle
- ✓ Income Statement
- ✓ The Balance Sheet

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Organisational Skills

- ✓ Information management
- ✓ Managing incoming information
- ✓ Managing outgoing information
- ✓ Time management
- ✓ Organising time
- ✓ Coordinating time with others

How to Register?

- ✓ [Register Online](#) or
- ✓ Fill-up the [registration form](#) and visit the Institute, with the following requirements then pay the necessary fees.
 - passport copy
 - 1 copy of passport size photo
 - eligible certificate copy

Contact Us

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