



## **Advanced Clerical Officers and Administrative Support Workshop**

January 13 – 17, 2025, 1<sup>st</sup> Run: Lagos & Abuja  
July 7 - 11, 2025, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N300, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N250, 000 per Participant

**Available for In-plant Training**

**700 USD for foreign  
Participants**

### **Program overview:**

The role of a Clerical Officers and Administrative Support staff includes providing comprehensive general administrative and clerical support to an organization. Clerical Officers works as part of a team to meet work goals and objectives and to deliver quality services to internal and external customers

Participants will acquire insights, techniques, and tools to strengthen their confidence in dealing with a variety of situations. They will learn about their personal working and communication style and its impact on others and get practical tips on managing and organizing their daily work activities.

### **For Whom:**

This program is designed for Senior and Junior Clerical Officers / Administrative Support staff, Secretaries, Personal Assistance. This course will give them the opportunity to further develop the core competencies required to effectively carry out their roles as support staff to their organization's management teams in achieving their goals and objectives

### **Learning objectives:**

At the end of the programme, participants will be able to:

- define their roles and responsibilities as office clerks / secretaries and support staff members;
- plan and organize their work more effectively in order to deliver results;
- explain the importance of providing excellent customer service in a public / private sector environment;
- communicate confidently with individuals and teams;
- contribute effectively to management and team success;
- outline records retention and disposition schedules and scheduling;
- discuss records disposal and destruction;
- explain forms, directives and management reports writing guidelines;
- discuss confidentiality and access to official information; and
- project their career and personal development plans.

### **Course outline:**

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: [www.hcaglobalconsult.com](http://www.hcaglobalconsult.com): Email: [info@hcaglobalconsult.com](mailto:info@hcaglobalconsult.com), [hcaglobalconsult@gmail.com](mailto:hcaglobalconsult@gmail.com)

Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

### **Day 1: The types and roles of Clerical Assistance / Administrative Support Staff**

- Personal attributes and skills, work relationships and adapting to change.
- The office environment: layout, design, environmental factors, furniture and furnishings, equipment and machinery, their functions; health and safety concerns.

### **Day 2: The Workplace Environment; public, private, types of enterprises.**

- Business letters and their preparation; desktop publishing.
- Developing good Communication skills: Writing memos, emails, forms, reports and other business documents.
- Records and Document Management
  - Filing systems, data and information management.

### **Day3: Managing Daily Business information**

- Incoming mail: sorting, opening, distributing; dictation, checking typed and word-processed work.
- Outgoing mail, dispatching mail, options, postage, posting options and machinery.
- The uses and control of office machines
  - Computer systems: data, databases, hardware, software, data security.

### **Day 4: Reception work, visitors, appointments, deliveries, arranging meetings, representing the organization.**

- Meetings: arrangements, notices, agendas, taking minutes, preparing minutes.
- Making travel arrangements; the appointments diary.
- Conferences, managing events, logistics, travel.
- Effective communication: oral, visual, written, electronic.

### **Day 5: The functions and principles of management; technical and managerial aspects.**

- Team working, positive work attitudes, preparing for promotion.
- Defining key concepts, Records management policies, Justification of Records keeping
- Management, Principles of records management, Records retention and disposition schedules and scheduling
- Career and personal development planning

### **Training Methodology**

Lectures, discussions, exercises, and case studies will be used to reinforce these teachings/learning methods

#### **LOCATIONS**

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N300, 000**  
In-plant Fee Negotiable

#### **WORKSHOP FEE:**

**N300, 000 per participant, VAT –N22, 500**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814**  
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