



The Association of Personal Assistants

Booking Helpline 0800 107 1030



This is a one-day course and is scheduled to run on the following dates:

Tues 1st December 2009
Location: Leeds

Weds 24th February 2010
Location: Manchester

Weds 24th March 2010
Location: London

Weds 28th April 2010
Location: Leeds

Weds 19th May 2010
Location: London

Weds 23rd June 2010
Location: Edinburgh

Dates and locations may change.

Price:
£275 + VAT APA Members
£425 + VAT Non-Members

Cancellation conditions apply.

PA Apprentice

A journey of a thousand miles starts with the first step

Beginners Guide to PA skills

The role of a modern PA is challenging, varied and exciting. It calls for capable, spirited, imaginative and trustworthy people who recognise that the part they play is critical to the success of the people they support. This programme equips newcomers with the skills necessary for them to succeed and develop as a professional PA.

Who should attend this course?

The Apprentice Programme (APA DPA1) is targeted to meet the needs of PAs who are new to their post or for office staff aspiring to become a PA. It is a basic course outlining the aspects of the role not likely to have been encountered before in the general business environment.

This programme is not recommended for experienced PAs (of more than 12 months experience), whether current or returning to the workplace.

Programme Content

- The Boss's Perspective
 - ✓ The Role of a Leader
 - ✓ Why have a PA
 - ✓ What is expected
 - ✓ What skills are necessary
- Understanding your Role
 - ✓ Training your Boss
- Planning your Workload
 - ✓ Establishing a network of helpers
- Understanding & Setting Priorities
 - ✓ The APA 123 system
- Diary Management, Meetings and Travel
- Communication & Office Technology
 - ✓ Making e-mails count
- Understanding Other People's Pressures
 - ✓ And communicating your own
- Ten Top Tips for Success

Style & Duration

This is a relaxed one-day course with refreshments available throughout. Participants will be working in small groups on specific projects/tasks and will have the opportunity to share experiences and network with colleagues. The course will start at 09.30 and finish promptly at 16.30 to allow for travel. There will be a short lunch break during which a buffet lunch will be served. Any special dietary requirements should be notified in advance.

Presenter/s & Locations

Specialist speakers, including Gareth Osborne, APA Director General, will be managed by APA Course Administrator, Faye Crisp, to meet local availability. APA only uses the highest quality, air conditioned and fully equipped training facilities. On occasions it may use partner facilities but these will meet its exacting standards.

enter a novice, exit a Pro