

# Certificate in Reception & Office Support

In no time at all, you'll be in charge of the office

# Certificate in Reception & Office Support

Being “ front of house” plays such a pivotal role in any business. And that could be you after this comprehensive 10 week course. You’ll learn how to converse with clients and help with any enquiries and issues they might have. You’ll also learn key office and administrative skills, which will enable you to fulfil a reception, administration or office support role.

<b>Start Date:</b>	Get instant access within 1 business day.
<b>Course Duration:</b>	Approximately 140 hours.
<b>Access Time:</b>	You’ll have 24/7 access to your course material for up to 6 months until you complete.
<b>Delivery and Support:</b>	100% online with unlimited tutor support via phone and email.
<b>Assessments:</b>	Multiple choice, short answer and practical assessments.
<b>Investment:</b>	\$995 + GST or only \$25 per week on an interest free payment plan.



# All the Right Choices

- ✔ Gain an understanding of Microsoft Word and Microsoft Excel.
- ✔ Learn the principles of both verbal and written communication.
- ✔ Learn online, at your own pace, with tutor support by phone and email.
- ✔ Increase your job prospects and learn key office and administrative skills.
- ✔ Receive an employer recognised qualification and add to your CV.
- ✔ Get access to The Career Centre – get a FREE CV Review & job tips to help you succeed.
- ✔ FREE access to the CCH Wheelers eLibrary with over 50 textbooks to help you study.



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## **ADMG139 Role of a Receptionist**

This course will provide an introduction to the basic role and responsibilities of a receptionist, including but not limited to the main daily tasks of a receptionist, key competencies that are looked for when employing a receptionist, phone call procedure and email response procedure documents, and filing systems.

## **ADMG154 Effective Business Communication**

This course will provide an introduction to the processes and importance of effective business communication including but not limited to the different forms of communication, effective verbal communication skills and the 7 Cs of communication.

## **CITG127 Introduction to Microsoft Word**

This course will provide an introduction to the basic functions and features of Microsoft Word, including but not limited to formatting features to improve the look of a short document, how to insert content into a document and how to apply document-processing techniques to manage larger documents.

## **ADMG148 Time Management, Ethics and Professionalism**

This course will take a look at the importance of time management, ethical considerations and professionalism in the workplace. It will include but not be limited to decision making categories, time management strategies, how ethics relate to the workplace and characteristics of professionalism.

## **ADMG165 Organise Schedules**

This course will provide an introduction to the skills and knowledge required to manage appointments and diaries for personnel within an organisation, including but not limited to the planning tools that aid the organising of schedules, a look at the different appointment types, how to schedule recurring appointments and reschedule events.

## **ADMG128 Office Organisation and Procedures**

This course will take a look at the importance of organising the office and setting up procedures to support a business. It will include but not be limited to the administration process and the purpose of procedures and organisation routines in the workplace, the difference between a policy and a procedure, and the purpose of creating a business plan.

## **ADMA127 Workplace Health and Safety**

This course will provide an overview of general health and safety requirements in the workplace, including but not limited to how to ergonomically set up a computer workstation, how to manage common workplace health and safety hazards, a look at 'Manual Handling' and myths about physical activity.

## **ADMG108 Customer Service Skills**

This course will take a look at the importance of customer service, including but not limited to the role of customer service within a business, the different types of customers, customer service skills and the effects of bad customer service.



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## **ADMG107 Customer Relationship Management**

This course provides an introduction to the importance of building a Customer Relationship Management (CRM) system, and factors to consider when developing an effective CRM. It will include but not be limited to the purpose and function of a CRM system and its benefits, and the potential issues that businesses may encounter when upgrading the CRM system.

## **CITG138 Using Microsoft Excel**

This course will provide an introduction to the fundamentals of Microsoft Excel, including but not limited to the key functions within the software including formulas, functions and data manipulation, how to add content to spreadsheets as well as formatting styles.

## **ADMG110 Dealing with Invoicing, Credit Policies and Cash Management**

This course will provide an introduction to the different ways of processing sales transactions including but not limited to EFTPOS and cash, how to balance a till, credit policies and an overview of invoicing processes.



# Start Upskilling Today!

Follow our easy 5-step enrolment process - it only takes a few minutes to get started!



1. Click on 'Get Started Now'



2. Choose your course



3. Proceed to payment



4. Receive login details



5. Start Learning!

Get Started Now

