

# ADMINISTRATIVE THEORY AND PRACTICE

## CONTINUOUS SELF EVALUATION

	On Route		Nearly There		Got It!	
<b>ROLE OF ADMINISTRATIVE ASSISTANT</b>						
awareness of the tasks, duties and support that both the Administrative Assistant and Senior Administrative Assistant are expected to provide in an organisation						
<b>TIME AND TASK MANAGEMENT</b>						
◆ skills required: planning, delegating, organising, directing and controlling						
◆ setting targets for the individual and the organisation such as:						
— personal development planning						
— action plans and to-do lists						
— Gantt charts						
◆ dealing with changes in priorities						
◆ monitoring and evaluating progress strategies used by both the employee and team leader						
◆ time stealers and strategies to minimise their effect in independent and group working and meetings						
◆ benefits of good time and task management — to the individual and organisation						
◆ consequences of bad time and task management — to the individual and organisation						
<b>EFFECTIVE TEAMS</b>						
◆ features of effective teams						
◆ team formation						
◆ skills of team members — need for diversity						
◆ benefits of teams to individuals and the organisation						
<b>WORKPLACE REGULATIONS</b>						
◆ employee and employer responsibilities under current workplace legislation in the areas of health, safety, security and data handling						
compliance with the legislation						
analysis of the most appropriate methods to train, remind and update staff about current legislation						
main provisions of the health and safety legislation						
EU General Data Protection Regulation (GDPR)						
Computer Misuse Act 1990						
Freedom of Information Act 2000						
Copyright, Designs and Patents Act 1988						
<b>IMPACT OF DIGITAL TECHNOLOGY</b>						
◆ the positive and negative impact of IT on areas such as:						
— office layout and ergonomics						
— flexible working practices (homeworking, teleworking, collaborative projects)						
— employee morale and wellbeing						

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customer care						
— communication methods						
— data handling (software applications, networks, file management, eg naming conventions, version control, restricted access)						
file management						
<b>PROCEDURES FOR ORGANISING AND SUPPORTING MEETINGS/EVENTS</b>						
◆ role of Administrative Assistant and Chairperson in planning an event/meeting						
◆ duties and tasks to be completed						
◆ venue selection						
◆ notifying attendees						
documentation relating to meetings:						
— notice of meeting and agenda						
— minutes (including action minutes)						
◆ evaluation forms						
◆ use of technology to aid in the planning and organisation of events						
<b>CUSTOMER CARE</b>						
◆ features of good customer care eg written customer care policy, loyalty schemes						
◆ mechanisms for monitoring and evaluating the quality of customer care eg market research, survey, mystery shoppers						
The benefits of good customer care.						
The consequences of poor customer care.						