



**THE UNITED REPUBLIC OF TANZANIA**  
**INSTITUTE OF ACCOUNTANCY ARUSHA**



**SHORT COURSE ANNOUNCEMENT**  
**ON**  
**MODERN SKILLS FOR ADMINISTRATIVE ASSISTANT AND OFFICE MANAGEMENT**  
**SECRETARIES**

(11<sup>th</sup> – 22<sup>nd</sup> February 2019 - IAA Arusha Campus, Arusha)

**1.0 COURSE BACKGROUND**

The provision of consistent and effective service is essential to the reputation and growth of any business. It enables service industry to provide and raise awareness of services in their business and assist them in providing outstanding service to their customers. A reputation from excellent personal assistants, Registry clerk and secretaries will help organizations to cope with the current changes and will attract and retain clients by differentiating them from their competitors. This course aims at developing an in-depth appreciation of personal assistants and secretaries and it provides a venue to examine their professional needs. It also equips the participants with techniques to effectively handle difficult situations, E-office and improve communication electronically and manual.

**2.0 COURSE CONTENTS**

The course will cover the following:

- (i) The Secretary and the Executive
- (ii) E-Office
  - E- office communication
  - Mail Merge
  - Excel/Access
- (iii) Customer care
  - Effective Communication
  - Handling difficult customers
  - Identifying and meeting Customer expectations
- (iv) Records and Information management
- (v) Confidentiality
- (vi) Management of Files Movement
- (vii) Minutes taking
- (viii) Office Planning and Layout
- (ix) Report writing
- (x) Time Management
- (xi) Team Building

### **3.0 TARGET PARTICIPANTS**

This short course is designed to enhance the skills of the following groups of people:

- (i) Customer Service Officers;
- (ii) Front Desk Officers;
- (iii) Personal Secretaries/Assistants
- (iv) Registry clerk and
- (v) Other professionals with similar functions.

### **4.0 TEACHING METHODOLOGY**

Teaching methodology will include: lectures, case studies, group discussions and presentations

### **5.0 FEES & MODE OF PAYMENT:**

The fee for the course is **TZS 1,600,000/=** (say **One Million and Six Hundred Thousand only**) to cover for training material, tea/coffee and lunch. Participants will have to arrange for their own travel, accommodation and upkeep while attending the course in Arusha. Payment may be in cash, cheques or TISS paid directly to our **Bank Account No. 014103007130 in the name of Institute of Accountancy Arusha, NBC, Arusha Branch. Early registration is highly encouraged and appreciated.**

### **6.0 DATE, DURATION AND VENUE:**

This course will be conducted from **11<sup>th</sup> to 22<sup>nd</sup> February 2019 (10 working days)** at the Institute of Accountancy Arusha, located at Njiro Hill-Arusha.

### **7.0 CONTACT PERSONS**

For more details please don't hesitate to contact any of the following:

#### **Course Director**

Ms. Lilian Minja                      E-mail: [iminja@iaa.ac.tz](mailto:iminja@iaa.ac.tz) and [Lilysta19@yahoo.com](mailto:Lilysta19@yahoo.com)  
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#### **Head of Department – Consultancy & Executive Development**

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**NB: Early confirmation is highly appreciated.**

#### **APPLY TO:**

The Rector  
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