



OFFICIAL COURSE SYLLABUS

Office Administration & Management

4 weeks | 8 live online sessions | Course fee: \$129 USD

Job-focused office administration training covering organization, communication, records, coordination and professional support.

Delivery	Live online training with guided exercises and reusable templates
Certificate	ShieldPort certificate of completion

Who this course is for

Administrative assistants, office coordinators, reception staff, fresh graduates and professionals preparing for office-management roles.

Learning outcomes

- Organize daily office operations and administrative priorities.
- Write clear emails, letters, agendas and meeting minutes.
- Maintain professional filing and records-management systems.
- Coordinate calendars, meetings, visitors and office resources.
- Use practical reporting tools and workplace communication standards.

Course modules

1	Modern Office Administration	Core responsibilities, professional conduct, confidentiality and workplace standards.
2	Business Communication	Emails, letters, notices, telephone etiquette and professional stakeholder communication.
3	Records & Filing	Digital and physical filing, naming conventions, retention, access and confidentiality.
4	Calendar & Meeting Coordination	Scheduling, invitations, agendas, meeting packs, minutes and action tracking.
5	Office Operations	Supplies, visitors, facilities coordination, vendors and routine administrative controls.
6	Microsoft Office Productivity	Practical Word, Excel, PowerPoint, Outlook and shared-file working practices.
7	Reporting & Performance	Trackers, summaries, basic KPIs, follow-up logs and management reporting.
8	Career Readiness	Practical assignment, CV guidance and administration interview preparation.

Assessment

Office coordination exercise, professional correspondence task and final knowledge assessment.

Important certificate information

The ShieldPort certificate confirms successful course completion. It is not a government licence or third-party professional accreditation.

Registration: info@shieldportglobal.com | shieldportglobal.com