LEWIS COLLEGE LC

"Quality education through distance learning."

PERSONAL ASSISTANT CERTIFICATE

Includes our 'Introduction to AI' unit at no extra cost.

PROSPECTUS

TRUSTPILOT

NCFE
CUSTOMISED
QUALIFICATION
Centre No 9000606

CPD
THE GROUP
ACCREDITED
PROVIDER
#777095

CONTENTS

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Our PA Certificate course is our shortest PA course and you can study this on line from home.

This qualification is accredited by NCFE CQ and is also CPD recognised (Continuous Professional Development).

You have the option of adding on more units later to gain the PA Diploma and/or Executive PA Diploma.

The PA Certificate is suitable for beginners looking to study a short course and wishing to kick start their career.

This short course is also suitable for those with some experience or returning to work and looking to gain recognition for their experience as well as refresh other skills.

ACCREDITATION BY NCFE CQ & CPD

This Certificate is a fully accredited qualification by NCFE CQ, awarding organisation recognised by UK qualification regulators.

NCFE qualifications are both UK and internationally recognised.

NCFE CQ10459 – PA CERTIFICATE (LEVEL 3)

Level 3 is advanced level and the PA Certificate has been benchmarked using Ofqual's QCF level descriptors to allow you to consider the depth of study, and level of difficulty involved.

Further information about NCFE Awarding Body and accreditation.

COURSE PROGRAMME
SECTION 1 – CORE SKILLS

This section of the course covers some key skills which will be useful for studying your course and also to help you with key tasks you may need in your current role. You may already have some knowledge of these topics and find you can complete some or all of these units at a fast pace.

For others you may find it useful to get to know Outlook and Word in more detail to help you cope with your role with more confidence.

1 Outlook - Email & PIN (Personal Information Management)
2 Diary Management
3 Advanced Business Letters
4 Complex Tables
5 Advanced Internet & Web Research
Introduction to AI

SECTION 2 – DEVELOPING SKILLS & KNOWLEDGE

In this section you will be building on the skills and knowledge you have studied in the first section and applying these to complete more advanced tasks covering specific areas of Administration responsibilities required in a typical Personal Assistant position. You will see a step up in developing your IT skills as well as your ability to analyse and your decision making. Your soft skills will also be developed helping you to cope with your demanding role.

6 Excel - Advanced Spreadsheets & Charts
7 PowerPoint - Digital Presentations
8 Business Meetings
9 Audio Transcription
10 Speed Keying

The above order is designed to build your skills from the core modules, to intermediate level modules and finally to the more demanding modules as you progress through the course. If you wish to study a particular module earlier than in the course programme – then just ask your tutor who can organise this.

IT UNITS

Outlook – Email and PIM

The core program used today to communicate with both colleagues and clients/customers. Learn how to organise your Outlook filing system, use alerts and building blocks effectively to reduce your workload on repetitive tasks.

Managing multiple inboxes effectively is essential for the discerning office professional. You will also cover the Personal Information Management section of Outlook identifying how and when you can use these features to help you cope with your busy schedule.

Take advantage of Rules, retention policies, collaborate with your executives, use permissions to ensure confidentiality when sharing and much more.

Excel – Spreadsheets

Excel is a very versatile program and understanding the different ways you can use the program will help you to manage your workload effectively.

Create calculations using complex formulae and functions. Produce professional charts and graphs and develop your ability in producing different reports and using effective formatting techniques. Skills essential for business meetings, department reviews and a range of PA roles.

Learn key cell references and arrays, automate your worksheets so edits and collaborations take effect for all. Run complex filters, link between workbooks. Protect and consolidate data, summarise and audit reports and use Goal Seek to provide forecasts that you and your Executives can work to.

This unit is linked to other Administration units where you can use Excel as a tracking document.

PowerPoint – Presentations

Develop your design skills so you will have the knowhow required to produce a professional presentation for key projects, meetings, training sessions etc.

Create eye-catching, professional presentations with effective animation, sound effects and timings to suit the topic and purpose of the presentation.

Practice how to use speaker notes effectively so you deliver flawless presentations to your team or superiors every time. Ensuring the audience can fully understand the content and engage with the information being presented.

Incorporate charts, graphs and data from other applications, apply complex transitions and build automated slideshows that stand out.

Internet Browsing Software

Having the ability to navigate efficiently whilst understanding how to source reliable information is critical to effective research. As well as this the unit covers safety on the Internet, appropriate use and how to troubleshoot hardware or network problems.

Learning key research techniques lends itself to a number of administration and management units included on the course.

Introduction to AI

Harness the power of AI to streamline tasks, enhance productivity, and stay ahead in the modern workplace.

Artificial Intelligence is reshaping the way office professionals work — and this course is your gateway to understanding and using AI with confidence. Designed specifically for Executive Assistants, PAs, Office Managers, and other admin professionals, this practical course demystifies AI tools and shows you how to apply them effectively in your day-to-day role.

You'll explore real-world applications, get hands-on with tools like ChatGPT and Microsoft Copilot, and discover how AI can support everything from diary management to content creation — all while understanding ethical considerations and staying in control of the tech.

Whether you're already using digital tools or just starting out, this course will equip you with the knowledge and practical skills to embrace AI and futureproof your career.

"The standard of training and communication is second to none. I would highly recommend this college, especially to those in employment as the course is so flexible and allows you to take a backward step if work is particularly busy and vice versa." - Sioban

ADMINISTRATION UNITS

The Administration units cover a range of administrative responsibilities which will be required in your role. You will find that these units link with the IT skills in the course as you will use many different programs to carry out these tasks.

Diary Management

This unit is linked to the Outlook IT module as you will use a range of Outlook tools to help carry out diary management duties.

Knowing how to professionally manage your own diary as well as your line manager's diary or even the diary for the CEO is one of the core skills required in professional office roles.

Communicating effectively with all those concerned is essential and ensuring there is sufficient information contained in each entry is the key. This avoids confusion and mishaps and reduces the risk of something going wrong!

Learning about the benefits of running both a manual and electronic diary system is also covered in this unit.
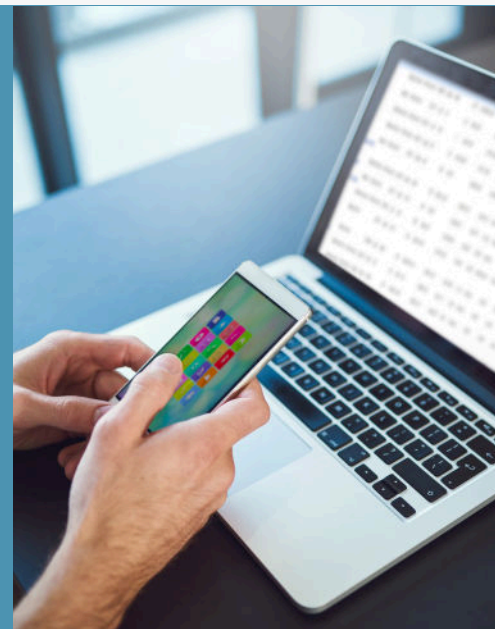
Business Meetings

Organising a business meeting is a key responsibility for office professionals. You will learn how to prepare and plan for a meeting, liaise with different departments, people and organisations to ensure the meeting is a success, draft and prepare agendas, manage invitations and track your progress.

You will also study what to do on the day of the meeting and your role in minute taking. Those studying shorthand on their course will have the added benefit of using this skill to take down minutes.

Finally, you will learn how to prepare the minutes and the correct procedure to follow after a business meeting to ensure effective continuity whilst ensuring that all parties are kept informed.

"Course content was thorough and easy to navigate, particularly as the material and assessments are accessible via the college hub. I would recommend Lewis College to anyone interested in changing career and gaining new experience, as well as anyone in the industry wanting to brush up on skills." - Victoria

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BUSINESS DOCUMENTS UNITS

Advanced Business Letters

You will learn how to use a range of Word tools and features to create professional business letters from instructions, amended documents and using automatic features to build letters using repetitive text.

Proofreading and presentation skills will also be developed as well as production rate whilst creating a variety of letter layouts and designs.

Complex Tables

Beginning with simple tables and the different features in creating tables, you will then move onto producing more complex tables.

Developing your ability to present information in a professional way using tables is a key skill. Learning how to transpose information from different sources is also covered in this module including hints and tips on how to manage tables – they can be a little confusing!

You will also look at developing your design techniques to present your tables in an effective way.
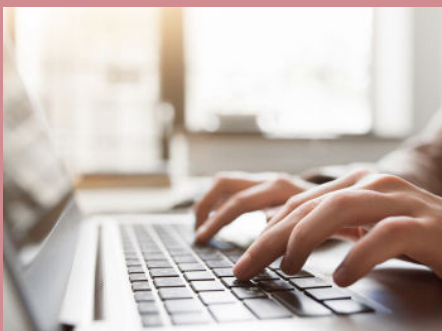
Speed Keying

You will be provided with an account to use our interactive Typing Program which can be accessed at any time throughout your course.

You will learn useful hints and tips on how to develop your touch typing skills and build your speed aiming to achieve over 50 wpm.

Audio Transcription

Developing your skills in preparing business documents from audio dictation is a very useful skill. Many managers will dictate letters, notes, reports etc which will then need to be transcribed.

You will learn how to use a digital dictation program and the right techniques to help cope with producing professional documents from dictation.

"Course content was thorough and easy to navigate particularly as the material and assessments are accessibility via the college hub. All tutors are knowledgeable, friendly and very understanding of personal circumstances and situations. I would recommend Lewis College to anyone interested in changing career and gaining new experience, as well as anyone in the industry wanting to brush up on skills." - Victoria