

"Quality education through distance learning."

SENIOR ADMINISTRATOR DIPLOMA

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

PROSPECTUS

STUDENT CONC

1

[Introduction](#)

2

[Course Programme](#)

3-4

[IT Units](#)

5-7

[Administration Units](#)



Our online Senior Administrator Diploma is accredited by NCFE CQ Level 3 and is our most popular course for those following an administration career.

The course is also CPD recognised (Continuous Professional Development) by the CPD Accreditation Group.

Suitable for those already in a Senior Administrator role looking to develop their skills and to increase their promotion prospects. The Senior Administrator Diploma is also suitable for those new to administration and looking to develop a professional career.

This course is highly recognised by employers from a wide range of business sectors including NHS, local government, banks, corporate and small businesses.



ACCREDITATION BY NCFE CQ & CPD

This Diploma is an accredited qualification by NCFE CQ, awarding organisation recognised by UK qualification regulators.

NCFE qualifications are both UK and internationally recognised.

- **CQ10451** – Senior Administrator Diploma (Level 3)
- **CQ10464** – *Teeline Shorthand Diploma (Level 3)* – Additional Option/cost

Level 3 is advanced level and the Senior Administrator Diploma 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 key skills which will be useful for studying your course and also helps 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. This section concentrates on developing your Outlook skills, diary management and business document skills as well as soft skills required for an Executive Administrator role.

1 Outlook - Email & PIN (Personal Information Management)

2 Microsoft Word - Core Skills & Advanced Features and Touch Typing

3 Business Trips

4 Advanced Internet & Web Research

5 Diary Management

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 Executive Administrator 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.

7 Excel - Advanced Spreadsheets & Charts

8 Petty Cash

9 PowerPoint - Digital Presentations

11 Business Meetings

12 Analysing & Composing Business Documents

14 HR Support

15 Publisher - Desktop Publishing

SECTION 3 – ADVANCED SKILLS

In this section of the course you will take a further step up to cover roles and responsibilities that require more analysis and evaluation as well as decision making. The IT programs covered in this section are more complex and the underpinning knowledge more comprehensive as you look at roles and responsibilities requiring a higher level of professional skill.

17 Business Events

18 Business Organisations

19 Access - Databases & Data Entry

20 Analysing & Reviewing Office Procedures

21 Research & Reporting

22 Microsoft Word - Advanced Tools

23 Speed Typing

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

A key skill for any Executive Administrator is to have a strong grasp of the full Microsoft Office suite. The IT units in this course cover the core features and tools in each Office application, before moving onto more advanced features.



You will learn how to utilise IT efficiently, manage your workload effectively and produce professional documents to cover a wide range of business requirements. In addition to learning about the practical side of the Office suite, we will take time to consider how it can be directly applied in the Executive Administrator role, so you can make an instant impact to your performance in the workplace.

You can use either Windows based MS Office or Mac version.

Word – Word Processing

This is the largest program in Microsoft Office suite and the one you will use daily in your professional career.



You will be able to create a range of different business documents, edit them effectively and with confidence, use different formatting techniques to enhance their design, use automated features to help speed up the production rate and reduce repetitive tasks including advanced design and tracking features.

Design and edit tables properly, understand when to use the codes and breaks, run macros, merge and link documents, import data, utilise the developer tools to create interactive forms and questionnaires and collaborate with your team.

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 Executive Administrator 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 the Petty Cash, Budgets and Expenses unit as well as 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.

Access – Databases

All business organisations rely on having key information at their fingertips.



Databases are a key source of information that can be used to house useful information about clients, suppliers, research, personnel within your organisation etc.

Being able to update a database ensuring the information is recorded correctly and in the right format is essential.

Knowing how to build queries to match specifications requested by management as well as produce reports from such queries is included in this unit. These results will be used in many decision-making meetings and ensuring the integrity of the data is effectively managed is essential.

Publisher



The desktop publisher in the suite, this program provides complex design options and techniques to ensure your marketing documents look effective and polished.

Create a range of professional publications from name badges for a business conference to multi-page programmes for business events.

Take charge of page and object orientation, align and format accurately, improve the quality of images, review projects, import from other Office apps, link, collaborate and more.



"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

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 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.



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ADMINISTRATION UNITS

The Administration units cover a wide 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.

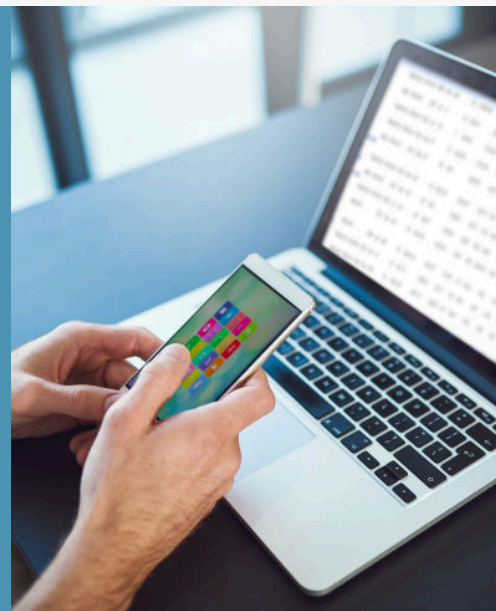
Diary Management

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 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 Trips

This unit follows on from learning how to use browsing software so you can start to put into practice newly learnt skills in a practical way, as you work through the step by step procedure required when organising a business trip.

You will learn a range of hints and tips on how to manage different situations and problems, the range of documents required and how to present professional documents for your travellers using your Word and Excel skills.

Ensuring you communicate effectively to all those concerned in the business trip, providing the right level of detail, as well as the right range of information in professional communication and documents will ensure a smooth and effective business trip.

Analysing & Composing Business Documents

This unit will develop your ability to compose and design a range of different business documents.

This will include correspondence to resolve a range of typical business situations, where tone, tact and diplomacy is required, reports from given information ensuring you follow the conventions of business report writing, blogs providing information/updates and effective questionnaires/surveys used in many different ways but especially relevant when running a business event.

These skills will be used in other units as you work on more complex roles and responsibilities you will meet in your professional role.





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.

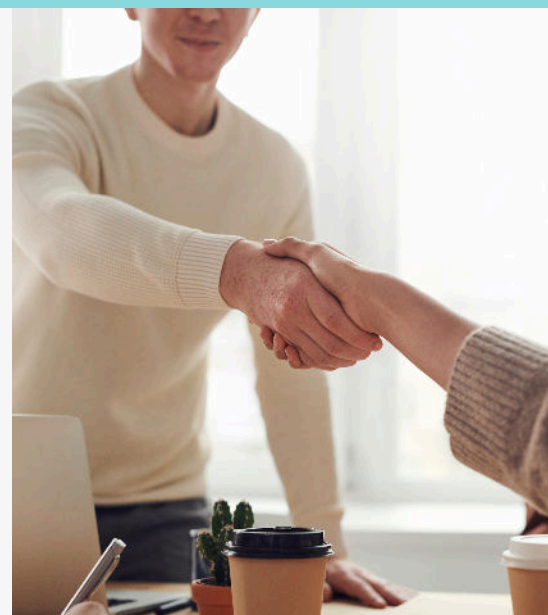
Finally, you will learn how to prepare the minutes and the correct procedure to follow after a business meeting to ensure effective continuity whilst ensuring that all parties are kept informed.

HR Support

This unit will develop your skills in researching vacancies within your company.

Topics include; preparing Job Analysis, Job Descriptions and Person Specifications, documents for approval, composing job adverts ensuring they are compliant with legislation, interview planning and preparation including providing sufficient documents to fully support all those involved on the day, and finally communicating with candidates appropriately covering a range of different requirements.

All organisations need to recruit staff and being able to support either the line manager responsible or the HR department will be useful as well as enabling you to have an insight as to how recruitment is carried out.



Business Events

You will develop your understanding of the different roles and responsibilities needed in the preparation of a business event and develop advanced tracking skills to ensure the project is on schedule.

You will learn about the marketing elements of a business event, people management skills and organisation, liaising with suppliers, speakers and delegates, working closely with the venue, carrying out relevant research, reporting to management, monitoring progress and liaising with your team.

You will also look at the range of different documents required for a typical business event and their relevance in helping to track the planning for the event as well as marketing and publicity documents.

"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



Petty Cash, Budgets and Expenses

This short unit covers useful topics in managing a range of specific tasks you may well be responsible for.

Using Excel to set up an impress system to manage petty cash payments and recording key information required by the Accounts Department as well as looking at managing budgets and expenses and setting up an effective spreadsheet to ensure you keep the finances on track for your department or a specific project.



Analysing & Reviewing Office Procedures

This is a specific role you may well need to undertake whilst working as an office professional. You will use your research skills, report writing skills and Word skills to complete this unit.

All organisations have procedures and being able to review these from time to time, identify adjustments required to improve the procedure and report to management are useful skills to help improve the smooth running of your office.

Helping to maintain and improve different office procedures will ensure your colleagues and department are able to keep up to date with changes as your business organisation grows and develops and adjusts to the never-ending market trends and changes to technology.

You will learn how to break down a procedure into steps, identify the importance of each one, develop your ability to relate to the procedure, its purpose and desired outcome and value to your role, your team or department and the organisation as a whole.



Research & Reporting

This unit pulls together many skills you have already studied on the course enabling you to complete an advanced research project to provide you with the right skills for such a task in your professional career.

Having learnt how to display reports, edit them effectively, use advanced Word skills, developed your research skills as well as your ability to plan, organise and design, this unit will enable you to show case the full range of skills you now have confidently developed throughout the course.

Being able to complete a complex research project is a key skill required for office professionals as well as understanding the different stages to ensure a logical and effective approach, identifying reliable and factually correct information, how to collate information and reformat into a professional report which is fit for purpose and meets the requirements set out in the brief.

