

COURSE PROSPECTUS

EXECUTIVE ASSISTANT

Diploma

Flexible online study with expert tutor support

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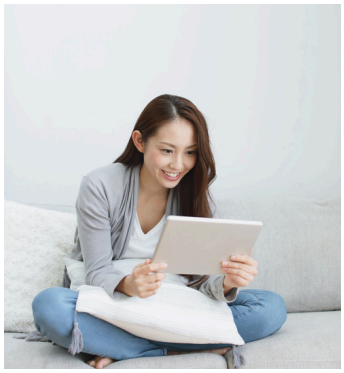
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Introduction to the course

Flexible online study with expert tutor support

This course is our top course for the discerning career minded office professional who is looking to develop their skills and knowledge to enable them to apply or manage their current role as an Executive Assistant.

The course covers a wide range of topics designed to reflect the roles and responsibilities of an Executive Assistant to enhance skills and underpinning knowledge relevant to this role.

Executive Assistant roles are available in all business sectors, from central Government, BBC, fashion industry, publishing, finance institutions, blue chip organisations and so many more.

The course is also designed for those currently working as an Executive Assistant and whose employer is looking to upgrade their skills and knowledge.

The course is suitable both for individuals investing in their own career development and for employers looking to develop the skills and capabilities of their staff.



This course covers all the elements of knowledge and skills required for the role of an Executive Assistant, including:

- IT skills to an advanced level
- Administration skills requiring planning and preparation, decision making and management
- Business documents composition, design and preparation
- Personal Development skills
- Managerial and Leadership skills

How you will study

The course can be studied **100% online**, with Assessments submitted digitally. Each unit has a **specialist tutor** who will be supporting you through the different assignments and assessments.

We have a high reputation for providing effective **tutor support throughout the course**, with many past students commenting on the level of service they have received throughout their course.

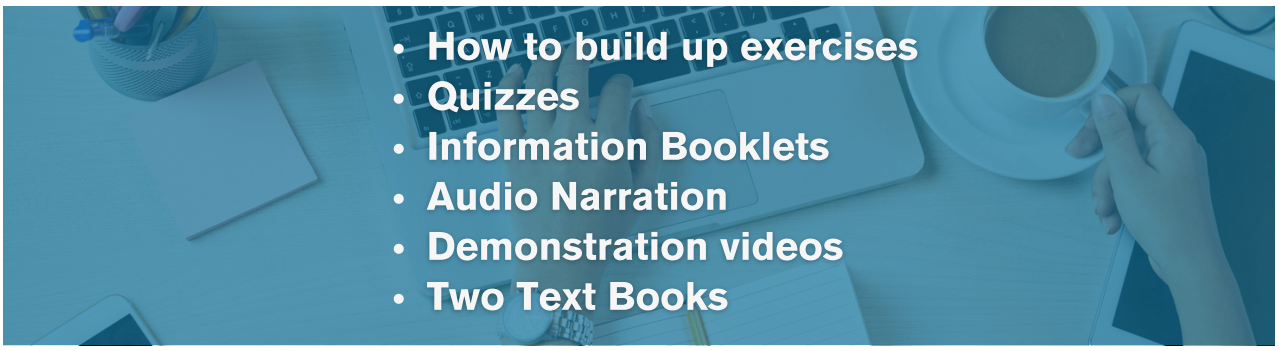
We also provide **mentoring support** to our students, and you can communicate with your tutors and mentor through email as well as book a telephone or video call.

You will access your course via our **Learning Hub portal**, and your account is set up for your course where you will access your lessons and course material which you can download and keep for future use.

Each course is broken down into units, starting with lighter units as you settle into the course, before progressing through to cover more complex topics, gradually building your Diploma as you complete each unit.

The **teaching material** provides the underpinning knowledge for each unit before you complete some office style assignments to put into effect what you have learnt. These are checked through by your tutor who will provide any further guidance, feedback and worked examples as required ensuring you are happy with the new learning.

In each unit there is a range of teaching material, which varies depending on the topic, including:



The teaching material provides the underpinning knowledge for each unit before you complete some office style assignments to put into effect what you have learnt. These are checked through by your tutor who will provide any further guidance, feedback and worked examples as required ensuring you are happy with the new learning.

This enables you to be able to put into practice what you have learnt in the unit, gradually building your confidence and knowledge to the right standard and enable you to apply this to your own job where relevant.

Once you have completed the different lessons and assignments in the unit you will move onto the **assessment** which is again **office-style assignments** for most units which embeds what you have learnt in the unit.

There is no fail but you maybe required to carry out amendments to complete the assessment to the right standard. You will have comprehensive feedback when you submit your Assessments identifying what amendments that may be required.

“Making people’s careers the best they can be.”

Course time frame

18 Months

Course open for 18 months giving you plenty of time.

Flexible Pace

Study more in some weeks and less in others.

Track Progress

Monitor completed progress in your Learning Hub.

Extension Option

Extend your course or recieve certificates for completed units.

The course is open for 18 months and you can decide how quickly you would like to complete the course. If you studied 2-3 hours most weeks you would take the full 18 months to complete the course. If you study more you would be able to complete in a shorter period of time – the choice is yours. Some students study more some weeks, less other weeks or not at all when life is busy.

You decide how quickly you would like to complete the course which enables you to have a very flexible way of studying.

If you have some prior knowledge and/or experience you may well find you will complete some units more quickly.

You will be able to see your progress on your course on your Learning Hub account so you will always be aware of how much you have completed and how much you have left to complete.

Your place on the course is secured for this time frame - as we provide one to one tuition throughout the course we have a limit as to the number of students who can study with us at any one time.

You will have the option to extend your course time frame by paying extension fees or concluding your course at that point and receiving relevant certificates to cover the units you have completed.

Equipment for the Course

You will need a suitable computer and access to Microsoft 365 to study this course.

Microsoft 365 is available by subscription for less than £10 per month, giving you access to the latest versions of the Office applications throughout your studies.

Both Windows PCs and Apple Macs are suitable. Where there are differences between the Windows and Mac versions of Office, we provide dedicated course material for Mac users where relevant.

Chromebooks are not suitable, as they do not support the full desktop versions of Microsoft Office required for the course.

We recommend studying on a standard laptop or desktop computer rather than a tablet or other small-screen device. You will regularly need to work between your Learning Hub in a web browser and Microsoft Office applications, so having sufficient screen space will make studying easier.



What's Included

On this course the following are included:

1 Teaching material – designed and created by Lewis College including:

- 'How to' Build Up Exercises
- Information Booklets
- Audio Narration Files
- Demonstration Videos
- Step by step office-style Assignments
- Office style Assessments

There are also 2 text books included in the course

2 Tutor Support:

- Advice and guidance throughout each unit
- Feedback, worked examples and guidance on submitted work
- Communication through email, telephone or video call

3 NCFE registration costs:

- Registration with NCFE
- Issue of Certificates (paper based) – these are posted to you once received from NCFE

4 Careers Guide:

- Personal support and advice in designing and creating your CV
- Support whilst applying for jobs
- Interview techniques
- Registering with Recruitment Agencies
- Careers support both during and up to 2 years after completion of your course

There are no additional costs and the course fees include VAT where applicable

Entry Requirements

There are no formal entry requirements, but as the course is taught in English you would need to be able to read and write in English to a reasonable level.

This course is suitable for those who have some experience working in offices and who are now looking to develop their career further into a professional Executive Assistant role.

It is also suitable for those who have been working in another career, eg teaching, police, retail management, nursing, armed forces to name a few and who are now looking to transpose their skills and knowledge in a different career path.



Access the Learning Hub on the go. A laptop or desktop computer is required to complete the course.



Teaching materials and tutor guidance

Trusted by Leading Employers

If you are currently working as an Executive Assistant or Executive PA or you have recently been promoted and you are looking to upgrade your skills and knowledge, then your employer may consider funding or part funding your training.

penny@lewiscollege.co.uk

Course and Careers Advisor

Developing your skills and knowledge so you can provide a wider range of support for your CEO/Directors or Managers means you will be more effective in helping to develop the business and it will help to save the organisation money in the long run.

You will learn skills and knowledge that you can apply directly to your day-to-day working life, helping you to keep on top of your role and responsibilities. By studying through distance learning there is no need to take time off work to attend classes.

We also provide bespoke courses to tailor-make your training requirements and we also provide discounts if more than one delegate enrols at the same time on this course or any other course.

We can provide your line manager with monthly updates to help monitor progress and provide guidance and support if necessary.

You can see from the list below - which is just a few examples - that we have provided training for a wide range of different organisations over the last 40 plus years including:

Universities

- Bournemouth University, Dorset
- University of Leeds
- Coventry University

Charities

- Airedale Voluntary Drug and Alcohol Agency Ltd, Yorkshire
- The Thomas Wall Trust, London
- Sanger, Cambridge
- ASIST, Staffordshire

National Organisations

- Berkeley Group, London
- Confused.com, Cardiff
- Arts Council England, Manchester
- John Lewis Partnership, Bracknell
- Liverpool Football Club
- RAC, London
- Sellafield, Cumbria
- Royal Bank of Scotland
- Museum of London
- Waitrose, London

Schools and Colleges

- Overseas School of Colombo, Sri Lanka
- Beacon Centre for the Blind, Wolverhampton
- Algion College, Switzerland
- Derby Diocesan Academy Trust, Derbyshire
- St Christopher's School, Bahrain
- Trinity Academy, Bristol

Government

- DEFRA, London
- Home Office, Shared Service Centre, Yorkshire
- British Consulate, Istanbul
- Welsh Government
- Army HQ, Hampshire

Hospitals & Hospices

- Buckingham Healthcare NHS Trust
- Claire House Children's Hospice
- Connected Health, Northern Ireland
- Guys & St Thomas NHS, London
- Queen Elizabeth University Hospital, Glasgow
- Powys Teaching Health Board, Wales
- South Central Ambulance Service, Oxfordshire
- The Royal Orthopaedic Hospital, Birmingham

Plus 100s of smaller organisations from all business sectors throughout the UK and abroad.

"Making people's careers the best they can be."

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Course Content



Administration

Diary and Calendar
Business Trips
Business Meetings
Analysing and Composing Business Documents
Business Documents
Human Resources
Business Events
Business Organisations
Office Procedures
Research and Reporting

Personal Development Skills

Confidence and Self Esteem
Organisational Skills and Stress Management
Professional Communication
Relationship and People Management
Social Media and Networking
Team Leadership Skills
Performance Management
Coaching and Communication
Managing Projects
Effective Negotiations

Managerial Administration

Legislation Affecting Business Organisations
Chairing a Meeting
Delivering a Presentation
Staff Training Reviews
Team Leadership

Business Documents

Business Letters
Emails
Table Displays
Mail Merge
Audio Transcription
Touch typing and keyboard speed development

Microsoft Office, IT and AI

Excel
Outlook
PowerPoint
Access
Canva
Artificial Intelligence
Internet Research

Administration

Diary and Calendar · Business Trips · Business Meetings · Analysing and Composing Business Documents · Human Resources · Business Events · Business Organisations · Office Procedures · Research and Reporting

The units in this section of the course are designed to develop your ability to know how to manage a variety of key responsibilities whilst working as an Executive Assistant.

Analysing and composing a range of business correspondence to suit different situations is a key requirement in the Executive Assistant role and in this unit you will learn how to gather relevant information and ensure it is both accurate and effective and be able to analyse different scenarios. You will compose suitable correspondence as well as reports, articles, blogs, questionnaires and surveys – using these skills in several other units on the course.

You will develop your skills in **complex diary and calendar management**, including scheduling meetings, appointments and travel arrangements, tracking action lists and be able to use discretion in committing time and evaluating needs. This is one of the most essential roles and responsibilities an Executive Assistant has and is the core to running an efficient department.

You will develop your skills in arranging **travel, accommodation,** including international travel, preparing detailed itineraries and travel packs for your delegates, linking up the skills learnt in both diary management and Outlook.

In the **Business Meetings** unit you will again link up your skills learnt in diary and calendar management and Outlook, as well as develop your skills in organising the set up and co-ordination of different types of meetings and prepare relevant documents including agendas, board papers and committee packs. You will also learn how to take minutes of meetings and distribute these after the meeting and follow up, monitor and track actions arising from meetings ensuring deadlines are met.

Many Executive Assistant roles involve assisting with **Human Resources** and on this course you will learn how to analyse and prepare a job description and person specification, as well as be able to design suitable advertising content, organise interviews, prepare employment contracts and other documents and how to manage new starter processes including onboarding and setting up systems and access. You will also study relevant legislation affecting employment and recruitment including GDPR.

You will be required to organise **business events and conferences** where you will need to liaise with clients, senior contacts and external stakeholders, arrange venues, transport, prepare guest lists, schedules, briefings and supporting material. In our Business Events unit you will learn the step by step process from initial planning, sourcing and researching venues, suppliers, and catering providers, creating an event brief, team planning, health and safety aspects to consider, reporting to management, liaising with delegates, speakers and presenters, develop your marketing and advertising skills and publicity documents and prepare delegate packs, staff rotas and your role during and after the event.

Many Executive Assistant job descriptions include having the ability to identify and implement new systems and processes to improve efficiency and for you to have a proactive approach in looking for ways to improve these.

In the **Office Procedures** unit you will learn how to carry out an office procedure review, including analysing using different review methods as well as identifying quality control, creating effective tracking documents and preparing a report for management with recommendations.

Carrying out **research and preparing complex reports** builds on the skills learnt in the composing business documents unit and will be useful when preparing documents in many units, putting your skills into practical use. You will learn the steps involved in a research project, ensuring quality assurance is maintained, collect and analyse data, how to track progress to ensure you meet deadlines, composing, designing and preparing a complex report following report layout conventions.

This unit links up with the Advanced Internet and Web Research unit where you will be developing your research skills.

Finally you will learn more about **business organisations** – their aims and objectives, different functional departments and their roles, different business structures and the range of stakeholders to give you a better understanding when dealing with a wide range of roles and responsibilities.

Business Documents

Business Letters · Emails · Table Displays · Mail Merge · Audio Transcription · Touch typing and keyboard speed development

The hallmark of a good Executive Assistant is their ability to prepare professional business documents, well proofread and displayed.

Business letters and emails represent your organisation's image and need to look professional in all communications. Ensuring the information is clear, well displayed and broken down into suitable paragraphs/sections is important and that text is not confusing or ambiguous.

Using **tables** in Word to display simple and complex information is also an important skill to develop to an advanced level. You will learn a range of display techniques, develop consistency whilst ensuring the integrity of the data is maintained.

Mail merge is another useful feature within Word and learning how to carry out mail shots for marketing or customer services, matching certain criteria will be covered on the course.

Audio Transcription although not used as much nowadays, is still a useful skill to have, and you may have a boss who still likes to dictate notes, letters and emails whilst at home or on the go.

The centre of all of this is your ability to use the **keyboard professionally** and to develop your speed to a business standard to enable you to cope with your workload in a timely manner. You will develop this skill throughout the course using an interactive program to develop both technique and speed.

The skills learnt in this section of the course are used in nearly all the units throughout the course, enabling you to put into practice what you have learnt. You will build your keyboarding skills continuously throughout the course so you will be able to complete your workload in a timely manner.



Microsoft Office, IT and AI

Excel · Outlook · PowerPoint · Access · Canva · Artificial Intelligence

The units in this section of the course will develop your IT skills to an advanced level and relate to many other units on the course, developing a holistic approach to your course.

Effective management of communications, calendars and schedules is a key aspect of many Executive Assistant roles. Using **Outlook** as a practical tool, you will learn both core and advanced features that support email management, diary coordination, meeting planning and appointment scheduling.

The unit also provides practical strategies for managing competing priorities and maintaining an organised workflow. The knowledge gained supports learning across several areas of the course, particularly diary management, business meetings, business travel, organisation and prioritisation.

Excel is another key program you will find is in most job descriptions and being able to create a range of spreadsheets using different formulas, functions and charts is essential and will link in with other units putting this knowledge into practical use whilst studying this course, building your confidence and knowhow.

Maintaining and monitoring budgets and expenses is a specific role you will learn about in this unit as well.

Presentations are a key aspect of the office environment and developing your ability to use **PowerPoint** to produce a range of slide presentations using a variety of features and techniques from a brief is important. Your presentations will have a professional look both in design and development using a wide range of slide styles, multimedia, narration and timings whilst learning hints and tips as you work through the assignments.

Being able to design different documents using desktop publishing will enable you to produce some professional marketing material both paper based and digital. Using **Canva,** you will learn not just how to use a range of features within the program but also develop your design techniques and proof reading.

The ability to work confidently with business data is a valuable skill for Executive Assistants and business support professionals. This unit introduces the principles of database management and explores how organisations use databases to store, organise and analyse information. Through Access, you will gain an understanding of key database features and how accurate data management supports reporting, projects and wider business activities.

You will also develop your skills in **web research and search engines**, ensuring integrity of your source data, professional online behaviour and critical thinking all of which are put to use in various units on the course.

Teams and **SharePoint** as well as developing your general skills in using **Windows** or **Mac** which are used for holding virtual meetings and organising central filing systems in your business. Learning how to effectively use **LinkedIn** will be useful for your future career.

In the **Artificial Intelligence** unit you will be learning about what AI is, how it works and its limitations and how to use AI in every day workplace tasks plus best practices for better quality results, ethical considerations and data privacy and continuous learning and adaptation.



Personal Development Skills

Course Content

Confidence and Self-Esteem · Organisational Skills and Stress Management · Professional Communication · Relationship and People Management · Social Media and Networking · Team Leadership · Performance Management · Coaching and Communication · Managing Projects · Effective Negotiations

The units covering this section of your course are all designed to interact with other units and will help with decision-making in particular.

You will be building your **confidence and self-esteem**, learning how to **prioritise and organise** your working day so that you have effective time management and you can ensure deadlines are met.

You will learn how to **manage stress** to help you maintain a professional approach to your workload.

Your **communication skills** will be enhanced by learning about body language, questioning and listening skills, developing your telephone techniques as well as how to develop effective working relationships and understanding different types of bosses.

All of the above is designed to help you be a proactive and highly organised individual who has the confidence to make suggestions, use discretion, be able to multitask, have the confidence to work independently and use your initiative as well as cope with a fast-moving environment when required.

As part of your role as an Executive Assistant you will also need to be able to **network** in a professional manner and also learn how to use social medial to help develop your organisation's profile covering the major social media channels.



You will then move onto developing your skills further to help you cope with leadership roles and responsibilities which is an important part of being an Executive Assistant and these are relevant to the Managerial Administration units in particular.

You will be learning about leadership, strategic leadership mindset, team roles and dynamics to help you lead your team or manage your department more effectively, with clear communication and efficient interaction between you and your team.

You will also learn how to motivate your team and how to deal with demotivation, how to use emotional intelligence effectively to help ensure professionalism at all times in the Performance Management unit.

Learning about your coaching role and different personalities and behaviour styles within your team or department will help develop your skills in appropriately managing day to day workloads.

One key role you will have as an Executive Assistant is to have the ability to manage a project and you will learn the various stages of what a project involves including how to define the project, how to plan the project including timelines and milestones, roles and responsibilities, risks and contingencies, budgets and resources, and communication methods.

You will then look at how to execute the project dealing with problems, and finally how to deliver and review the project ensuring that the project outputs have been completed.

As part of your role you will have to use effective negotiation skills in many different ways, using the skills you have already learnt. You will develop your negotiation skills further to enable you to deal with suppliers, managing workload expectations and balancing priorities learning a range of negotiating styles, how to be an effective negotiator, tactics and techniques.

The Executive Assistant and Leadership skills will help you become an approachable, professional point of contact for colleagues at all levels, other Executive Assistants and clients from diverse backgrounds.

Managerial Administration

Legislation Affecting Business Organisations · Chairing a Meeting · Delivering a Presentation · Staff Training Reviews · Team Leadership

In these units, you will be putting into practice a wide range of skills that you have developed throughout the course, to carry out managerial roles and responsibilities.

As a senior member an Executive Assistant is required to have some knowledge of **laws affecting business organisations** such as employment law, rules and regulations, codes of conduct and dealing with discipline under your organisation's policies and procedures. You will also look at GDPR, business law, health & safety, consumer legislation and personal legislation. This will enable you to carry out your responsibilities in line with company policies, regulatory requirements and data protection obligations, especially handling sensitive and private information as well as confidential matters discreetly.

You will be expected to chair a meeting and be involved in planning the agenda as well as conducting the meeting in a business-like fashion ensuring the meeting achieves its objectives. The **Chairing a Meeting** unit will require you to bring together a wide range of skills and knowledge learnt throughout the course.

Your professional skills learnt on the course will also be put into practice in the **Delivering a Presentation** unit where again you will be required to carry out a presentation using a wide range of skills learnt throughout the course.

As a team leader or senior person within a department, being able to carry out **staff appraisals and identify training requirements** is an important role to ensure your team are performing effectively. In this unit you will learn the staff appraisal process and how to carry out an interview putting in practice different skills already learnt.

Finally, you will be completing the course learning more about your **team leadership** role covering specific requirements and referring to underpinning knowledge learnt in the Leadership units – in particular emotional intelligence, and coaching and how to apply in a team leadership role.



Job and Career Support

All types of businesses need Executive Assistants/Executive PAs or PAs – here are some to fire up your imagination:

- Central Government – working in the heart of Government (Home and Foreign Office, quangos, Parliament etc)
- British Embassies – either in the UK or abroad
- BBC – working in their headquarters or other organisations
- Blue Chip companies – well-known household names such as AstraZeneca, Unilever, Shell, BP, GSK, British Airways, National Grid, Vodafone, BAE Systems etc
- Financial Institutions – such as HSBC Holdings, Lloyds Bank Group, Stock Exchange etc
- Theatres and the Arts, Museums etc
- Publishing Houses – Penguin, HarperCollins UK etc
- Newspapers and Magazines – BBC Good Food, Ideal Homes, Elle, Telegraph, Times, The Week etc
- Legal – Solicitors and Barristers, Courts
- Fashion Houses – Burberry, Alexander McQueen etc
- Charities – both UK and International
- Medium-size and small business organisations
- Personal Business EA role for senior business entrepreneurs

The key thing to consider is that you look to work in a sector you would find interesting and the people working there have a similar approach to life as yourself so you find not only an interesting job but also you are working with people you get on with.

When to start applying

We have had many students apply for jobs (successfully) whilst they are still studying their course, because the weight of the course on their CV is effective enough to make a difference as well as showing prospective employers that you are serious about your career by enrolling on the course.

You can decide when you wish to start on this part of your course, everyone is different.

There are various stages to preparing for getting a new job, starting with the design of your CV.

CV Design

You may well already have a CV which you have used before and we will use this to design your new CV ensuring your course is added and the CV reflects the types of jobs you wish to apply for and is suitably balanced to be effective.

The key is to research job descriptions of jobs you wish to apply for in the area you wish to work, and then include relevant phrases and terminology on your CV so your CV will be picked up as a match more readily.

Applying for Jobs

We provide guidance and assistance when you are applying for jobs, including any accompanying correspondence if required.

Applying for jobs needs to be approached on an individual basis, tailor making the CV and any communication so the employer feels you have read and understood their requirements and have an understanding of their organisation.

Registering with Recruitment Agencies

We also provide guidance and support should you wish to register with a recruitment agency. Depending on where you wish to work, the scope and range of recruitment agencies will vary and we can provide guidance as to which one may be the most suitable.

You will also receive guidance on how to manage your relationship with the recruitment agency – for either permanent roles or temporary positions which can last several months – to ensure you get the most out of your registration with them.

Interview Techniques

As part of our Job and Career support we also include interview techniques, helping you to prepare for the interview by developing a script of answers to typical interview questions. This helps to ensure you do not send out any negative impressions in your answers and you feel more confident as you are well prepared.

It is also important to read up about the organisation so you are familiar with its background, which will hopefully come through on some of your answers.

Qualifications

penny@lewiscollege.co.uk
Course and Careers Advisor

This course is accredited by the NCFE and CPD points system.

NCFE

NCFE is a UK awarding body established a 175 years ago who provide recognised qualifications and awards in vocational and technical skills for the UK and internationally. NCFE works with over 4,500 schools, colleges, training providers and employers and they award certification to over 340,000 students annually.

NCFE is recognised as an awarding body by the qualification regulators, the Office of the Qualifications and Examinations Regulator (Ofqual), as well as by Qualifications Wales and CCEA in Northern Ireland.

NCFE also provide an accreditation service for specialised courses under their Customised Qualifications accreditation service which is designed to give formal recognition to bespoke courses that fall outside regulated provision and where no regulated qualification is available.

We have been an approved NCFE Customised Qualification Centre for over 10 years (Centre No 9000606) and prior to that we were an OCR (Oxford, Cambridge RSA) approved centre before they ceased providing vocational qualifications. As an NCFE awarding body centre we are inspected annually to ensure we are maintaining their high standards and codes of practice. We have just completed this year's inspection when we were awarded Excellent once again.

The inspection covers a wide range of requirements including meeting NCFE's criteria for our policies, running of the college, our recruitment and induction process, course content, our Assessment processes meet both NCFE and JCQ (Joint Council for Qualifications) requirements, our qualifications are fit for purpose and our internal quality assurance of Assessment decisions has been maintained to their standards.

The NCFE Inspector commented "The documentation reviewed demonstrated the centre's ongoing commitment to supporting learners, developing and maintaining high-quality course materials, and upholding exemplary assessment and quality assurance standards."

In conclusion, the Inspector added, "Thank you very much Simon Scaysbrook for facilitating this year's External Quality Assurance review. It was my pleasure to have the opportunity to meet and review such a very well managed Centre who were able to evidence that their delivery, assessment and internal quality assurance practices across a range of distance learning Business Admin courses were to an excellent standard".



CPD Accreditation

Lewis College is an accredited CPD provider with the CPD Group, Centre No 777095 who are certified on the CPD Register and who have over 13,000 approved providers.

Continuing Professional Development, or CPD points, helps you to illustrate to your current or prospective employer that you have continued to study and develop your skills and knowledge to a recognised standard on an approved course.

When you undertake CPD accredited courses, you will find each course is allocated a certain number of points or credits. You will receive a certificate upon successful completion of the course identifying both the name of the course you have studied and the number of points/credits you have achieved.

Qualifications

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Course and Careers Advisor

Please see below the list of qualifications you will gain on the course including their registered NCFE number. You will also see details of the actual certificates you will receive.

NCFE CQ11605

Executive Assistant Diploma (Level 3)

NCFE CQ10448

Managerial Administration Diploma (Level 4)

NCFE CQ10470

Executive Assistant Skills Certificate (Level 3)

NCFE CQ10471

Leadership Skills Certificate (Level 3)

CPD

Certificate issued by The CPD Group for 350 points

NCFE CQ10464

Teeline Shorthand Diploma (Level 3) (optional)

You will receive **9 NCFE Certificates** in total which includes the main qualification plus a Unit Summary Certificate for each qualification. These are issued by NCFE and sent to us by post as the Centre and we then post onto you.

You will also receive a **CPD Certificate** (Continuous Professional Development) for 350 points.

If you study the Teeline Shorthand Diploma you will receive a further 2 Certificates issued by NCFE, one for the full qualification and a Unit Summary Certificate.

WHERE YOUR QUALIFICATIONS CAN TAKE YOU

Your Lewis College qualifications demonstrate a broad range of professional skills in executive support, administration, leadership and management.

Combined with your existing experience, they can help you apply with confidence for roles including Executive Assistant, Personal Assistant, Office Manager, Senior Administrator and Executive Support positions, as well as supporting future career progression.

NCFE CUSTOMISED QUALIFICATION

THE CPD GROUP ACCREDITED PROVIDER #777095 Verify @ https://thecpdregister.com

Course Fees & Payment Options

Course Fees **£2,595** incl VAT (£2,076 + VAT)

Includes text books, course material, tutoring, NCFE registration fees and Certificates

Payment Options

You can choose which payment option you would like to have on the Enrolment Form, see below. You can choose from the following options:

Pay in full

VISA – you can pay in full by debit or credit card.

Pay in instalments

You can also pay in instalments using one of the following payment options:

PayPal – interest free, spread over 3 monthly payments of £865 – credit option and subject to status.

Pay with Klarna – interest free, spread over 3 monthly payments of £865 - Terms and Conditions apply and subject to status.

Payl8r – provide longer repayment plans, subject to eligibility. **Learn more about Payl8r here**.

ENROLMENT FORM

Employer Paying

Please complete this Enrolment Form where you can add your Employer's details. We will then prepare an invoice and send this to them.

EMPLOYER PAYING ENROLMENT FORM

Totum+ Student Card

As a Lewis College student (UK based only), you will be eligible to apply for a TOTUM+ Student Card, giving you access to thousands of student discounts. Formerly the NUS card.

Discounts available on hotel accommodation, supermarkets, travel, fashion, Disney+, Alton Towers, Dunelm and much more.

For more information please see **TOTUM+ Lewis College**

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About Us

penny@lewiscollege.co.uk
Course and Careers Advisor

Established 1984

Tutor led online courses for Personal Assistants, Executive Assistants, Office Managers, Administrators and Medical Secretaries

We have a remarkable history of success – our students' success for over 40 years! Founded and established in 1984 by Penny Lewis Cert Ed who is still actively involved with the development and teaching at the College.

How it all started

The college started in the dining room of newly married Penny's home before moving into business premises within a few months. Gradually the college grew in both reputation and size.

Initially we provided classroom based courses for local students from Devon with students from other parts of the country studying with us and staying with host families in the 90s.

As we moved into the 21st century, technology moved on enabling us to provide our courses through distance learning/home study opening up our courses to thousands of students over the years from all parts of the UK and worldwide. We were one of the first colleges to provide this.

What's important to us

Our students' success is the key to our courses – not just in passing exams and assessments and gaining Diplomas but also in moving forwards with careers, getting a better job which is more rewarding and satisfying and feeling more confident in their role.

We are a "people" College. We appreciate that our students are investing their time and money to improve their job opportunities and long term careers and that they have placed their trust in us to help them achieve these aims.

We have always focused on providing the personal touch for our students by providing one-to-one tuition, a friendly and open service helping our students to successfully complete their course. All of our students work with tutors throughout their course communicating through our learning hub directly or via email.

We endeavour to help all our students have a positive and rewarding experience, enjoy themselves whilst learning and above all complete their course and gain their qualifications to help them move forwards with their career and lifestyle.

Over the years

Our qualifications are currently accredited by NCFE, but over the years we have been an approved centre for various awarding bodies including:

- Pitman Examinations Institute
- RSA and OCR – Oxford, Cambridge and RSA
- AMSPAR

Examining boards evolved over the years and either stopped providing vocational qualifications or were no longer the right fit for our students' needs. The NCFE provides us with the framework and educational standards to enable us to provide specialised courses to meet the demands of the business world in specific career roles.

The current teaching team have been with Lewis College for many years, specialising in specific areas of knowledge and expertise and who are responsible for updating and modifying course content as working practices evolve ensuring the course content is up to date and relevant.

You can read more about each member of the teaching team on the next page.

Meet the Teaching Team

penny@lewiscollege.co.uk
Course and Careers Advisor

Personal tutor support throughout your course.

Behind every course is a friendly team who are here to help you succeed. We believe online learning should still feel personal, so we focus on giving you clear guidance, real encouragement and supportive communication throughout your course.



Penny Lewis Cert Ed

Founder, Course and Careers Advisor, Course Developer

Hi I am Penny Lewis – Founder of Lewis College.

I live in a village near Torbay and the River Dart and love coastal walking with our dog in Devon and Cornwall. My husband and I have 2 daughters both of whom have been brought up in an educational environment and in turn have also become teachers, and my eldest daughter Rebecca joined Lewis College over 10 years ago.

As part of my role over the years I have been involved in research and development of our courses as the roles and responsibilities have changed for Executive Assistants, Executive PAs, Medical Secretaries and Administrators, in particular as technology evolved.

I am currently mainly involved in development work, course and careers advice as well as teaching Teeline shorthand.

Being involved with helping thousands of students gain recognised qualifications and develop their careers over the last 40 years has been very rewarding. Building not only skills and knowledge but also confidence through our training which is important to me as once our students have more confidence, then their careers take off!



Simon Scaysbrook

Education Manager, NCFE Inspection Co-ordinator, Tutor, Assessor, Internal Quality Assurance Manager, Course Developer

City & Guilds Level 3 Award in Education and Training
NCFE Level 3 Certificate in Assessing Vocational Achievement
NCFE Level 4 Award in Internal Quality Assurance

Hi, my name is Simon Scaysbrook and as Education Manager I work with the Tutors and Assessors at the College to ensure our students receive support when they need it.

I believe that's what really makes Lewis College standout: the flexibility of studying online whenever you want, whilst knowing you always have dedicated, expert support when you need it.

This balance is why our students achieve great success.

It has been incredibly rewarding to help 100s of people gain employment, earn more money and provide a better lifestyle for their families.

I look forward to helping you do the same.

Meet the Teaching Team

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Course and Careers Advisor

Personal tutor support throughout your course.



Rebecca Harvey

Tutor, Assessor, Lead Medical Tutor, Internal Quality Assurance Co-ordinator

Highfield Level 3 Award in Assessing Vocationally Related Achievement (RQF)
AMSPAR Medical Terminology Level 2 award
Pearson Edexcel Level 4 Award in Internal Quality Assurance

Hello, I'm Rebecca Harvey, and I joined Lewis College in 2017 as a tutor. Since then, I've progressed into a varied role involving tutoring, assessing, course development and quality assurance. I hold qualifications in Assessing, Medical Terminology and Internal Quality Assurance.

I enjoy supporting students throughout their learning journey, providing feedback, knowledge and guidance to help them develop their skills and confidence. Whether they're looking to progress in their current role, explore new opportunities or work towards a promotion, I'm passionate about helping them reach their full potential. The most rewarding part of my role is seeing students grow in confidence, develop their expertise and achieve their personal and professional goals.



Craig Harvey

Tutor, Assessor, Lead Course Designer and Course Developer

Highfield Level 3 Award in Assessing Vocationally Related Achievement (RQF)
Google AI Professional Certificate

I'm a qualified Level 3 Vocational Assessor, and my role at Lewis College covers everything from tutoring and assessing students to designing new courses and registering qualifications with NCFE. I also manage the College's website and social media, helping ensure our courses and learning resources remain engaging, accessible and up to date.

One of the most rewarding parts of my role is supporting students throughout their studies and seeing their confidence and skills develop as they work towards their qualifications.



Jen Herlihy

Tutor and Assessor, NCFE Registration Co-ordinator

NCFE Level 3 Certificate in Assessing Vocational Achievement

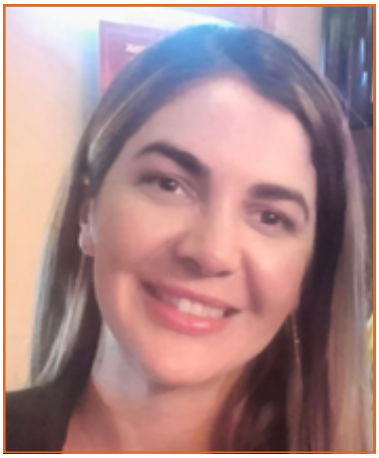
Hi, my name is Jen Herlihy and I have been part of the Lewis College team since 2019.

I am the Lead Tutor for the Leadership and Managerial Administration sections of the course, and I really enjoy working with students on these units because they give us the opportunity to have more in-depth conversations. The open-ended questions encourage students to share their thoughts and experiences, which helps me get to know their individual personalities and career aspirations. As these units come towards the end of the course, it is an exciting time for students, and I really enjoy being part of that process and helping students take the next step in their careers.

TESTIMONIALS

Real experiences from our students.

Real student success stories



Simone

Secured a full-time Executive Assistant role

"The course was practical and relevant. It gave me the confidence to secure a full-time EA position before I had completed it."



Kay

More confident supporting senior stakeholders

"It has given me valuable knowledge, increased my confidence, and provided skills that I will continue to use throughout my career."

What could your next chapter look like?

Practical skills. Greater confidence. New possibilities.

For Simone, it was securing an Executive Assistant role before finishing her course. For Kay, it was gaining knowledge and confidence she could carry throughout her career.

Your next step will be personal to you. You might be changing careers, returning to work or preparing for more responsibility. With flexible online learning and personal tutor support, Lewis College can help you build the skills to move forward.

Ready to take your next step?

Explore our courses or speak to us about finding the right course for your experience and ambitions.

lewiscollege.co.uk | **0800 500 3096**