CONCEPT

Office Administration and Work Organisation Training: Correspondence, Meetings and Priorities



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Introduction:

Office Administration and Work Organisation Training: Correspondence, Meetings and Priorities is a 3-day course for administrative officers, department secretaries, meeting coordinators and correspondence and records staff, ending with a Department Administration Toolkit. Departments often lose time to letters without reference numbers, files no one can find, meetings without clear minutes and tasks that slip because nobody agreed what comes first. Nominees already handle a department's daily paperwork, meetings or team tasks, and the course is taught through case studies built on realistic office documents. CoreConcept Training Center delivers this office administration and work organisation course.

Course Objectives:

- Register, number, route and follow up incoming and outgoing correspondence against response deadlines
- Draft formal letters and internal memos with a consistent structure, reference and tone
- Organise departmental records in a shared file plan that applies ISO 15489-1:2016 principles
- Prepare committee and team meetings, write minutes and track decisions and action items to closure
- Set work priorities with Pareto analysis and MoSCoW rules and organise team tasks on a Kanban board
- Produce a Department Administration Toolkit of registers, templates and trackers for daily use

Target Audience:

- Administrative officers responsible for the daily paperwork and requests of a department
- Department secretaries responsible for letters, memos and filing for a section or unit
- Committee and meeting coordinators responsible for agendas, papers and minutes
- Correspondence and records staff responsible for registering, routing and storing documents
- Team administrators responsible for task lists, shared calendars and deadline follow-up

Course Outline:

Day 1: Office Administration Foundations, Correspondence and Records

- Department Administration Task Map and Weekly Workload Review
- Incoming and Outgoing Correspondence Register With Reference Numbering
- Formal Letter and Internal Memo Structure and Tone
- ISO 15489-1:2016 Records Principles for Departmental Files
- Shared Drive File Plan and Document Naming Convention

Day 2: Meetings, Work Priorities and Everyday Administrative Tools

- Committee Meeting Calendar, Agenda and Papers Circulation
- Meeting Minutes Template With Decisions and Action Items
- Pareto Analysis and MoSCoW Rules for Work Priorities
- Kanban Board for Team Tasks and Follow-Up
- Spreadsheet Tracker and Shared Calendar for Deadlines

Day 3: Case Study Work and the Department Administration Toolkit

- Correspondence Backlog Case From a Multi-Sector Department
- Committee Minutes Case With Overdue Action Follow-Up
- Weekly Work Plan for a Small Administrative Team
- Electronic Form and Routing Checklist for Routine Requests
- Department Administration Toolkit Completion and Peer Review

Skills You Will Gain:

- Correspondence Control
- Formal Business Writing
- Records Organisation
- Meeting Administration
- Minute Taking
- Work Prioritisation
- Visual Task Management
- Deadline Tracking

Why Attend This Course:

- Deliver a Department Administration Toolkit to the department head or administrative affairs manager for adoption across the unit
- Decide which letters, files and tasks to handle first using agreed priority rules rather than whoever asks loudest
- Avoid missed response deadlines, lost documents and meeting actions that are never followed up
- Share the correspondence register, minutes template and Kanban board with colleagues in other sections

Conclusion:

Back at work, the participant presents the Department Administration Toolkit to the department head, who uses it to agree one way of registering correspondence, filing records, recording meetings and tracking tasks across the unit. Committee chairs and section heads then receive minutes and action lists in the same format. After the first month of use, the unit should check how many letters met their response deadline, how many meeting actions closed on time and whether files can be found quickly, then adjust the templates.

Frequently Asked Questions FAQ:

What should participants know before an office administration and work organisation course?

Participants should already handle some of a department's correspondence, files, meetings or task lists. Bringing an anonymised letter, a recent set of minutes and the current filing structure lets them rebuild their own documents during the case work.

How does an office administration and work organisation course differ from an executive assistant course?

An executive assistant course centres on supporting one senior leader, including diary control and gatekeeping. This course serves the whole department, organising its correspondence, records, committee meetings and team tasks with shared registers, templates and trackers.

What is a correspondence register in office administration and work organisation?

A correspondence register is a log of every incoming and outgoing letter with its reference number, date, sender or recipient, subject, assigned person and response deadline. It lets a department trace any document and see which replies are overdue.

What do participants take back from an office administration and work organisation course?

Participants take back a Department Administration Toolkit with a correspondence register, letter and memo templates, a file plan and naming convention, a meeting minutes and action log, a priority guide, a Kanban board layout and a deadline tracker.