

Case study:

GTA University Centre in Guernsey

Certificate in Professional PA & Secretarial Skills for 12 PAs & administrators in Guernsey

“As with any new course, we’re always keen to see how students progress. The Certificate in Professional PA & Secretarial Skills has been very well received and our students have achieved fantastic results. I’m sure they will be able to use what they have learnt as they develop in their careers.” **Programmes Manager, GTA University Centre**



Objective

GTA University Centre in Guernsey offers professional training for businesses in the Channel Islands.

The organisation noticed that, while secretarial training programmes were widely available, there were no accredited qualifications for the islands' PAs and administrators. They were looking for:

- A programme that reflected the breadth of their role and the diverse skills required, as well as a refresher on the basics
- Up-to-date training in topics like finance, HR and marketing specifically designed for PAs
- A recognised qualification that stretched their skills and gave them the chance to meet others in similar jobs
- Flexible training that could be fitted around full time jobs and embed learning

Solution

Reed Learning delivered the Certificate in Professional PA & Secretarial Skills for a group of 12 PAs from businesses in Guernsey. Attendees studied topics including Finance, Persuading & Influencing and HR for the PA, Minute Taking and Management Skills for the Senior PA.

Training was delivered face-to-face via one and two-day courses at the GTA University Centre in St Peter Port, offering delegates a local venue to attend the modules and the chance to network with other PAs in a friendly environment. The qualifications were completed following four written case study assessments and a personal development plan.

Result

All delegates successfully completed the programme, with seven receiving a distinction and five merits. As well as the qualification students were given a year's membership of the accrediting body, the Institute of Professional Administrators (IPA).

The programme was so popular that the IPA will now be opening a Channel Islands centre for current and future members to network, attend CPD events and share knowledge.

“It was a challenging course but I’ve learned a lot and I feel that the qualification is a really valuable addition to my CV.” **Lisa Le Page, Specsavers**

About our in-house services

Reed Learning delivers short courses, professional qualifications, in-house programmes and outsourced training services. In the last 10 years we've trained over 250,000 people, who choose us for the widest choice of venues and dates, largest pool of quality-assured trainers and guaranteed standards of training delivery.

We offer a wide variety of in-house services adapted to your specific needs, including:

- In-house training courses
- Training needs analysis and 360° review
- Coaching – team & individual, either face-to-face or by telephone
- Flexible drop-in sessions and eLearning
- Induction & Graduate programmes
- Assessments and testing
- Blended training including MP3 and eLearning
- Leadership and executive coaching

What makes us different?

- A focus on results and on demonstrating tangible returns on training spend
- The experience to offer advice and ideas on the most effective, best value approach, always beginning with the required end result in mind
- Free observations on our scheduled open courses or a free bite-size taster session on your premises if you'd like to try before you buy
- A training faculty of 350 quality-approved trainers. All of them are recruited, assessed, performance managed and developed according to our robust trainer competency model
- Over 15 years' experience in training delivery and management, as well as one of the widest, most diverse ranges of short courses and accredited qualification programmes in the UK

What do you get?

Everything we do is focused on transferring learning back to the workplace. Every in-house programme includes as standard:

- Consultancy and advice from our expert team
- Pre-course assessment to ensure the course is fully tailored to objectives
- Full printed course materials for future reference
- Personalised time-bound action plans to help delegates commit to their development
- Access to supporting MP3 and eLearning modules
- Post-course assessment after three and nine months to monitor impact and ROI

Pricing

Our pricing always includes full account management, pre & post course skills evaluation and course materials

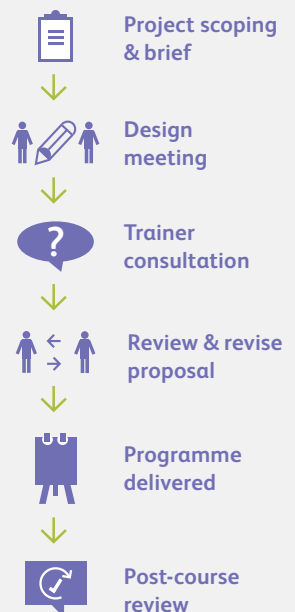
Standard – starting from £1,150 per day

Customised – starting from £1,350 per day

Bespoke – quote upon request

How does it work?

You can choose from any of our existing short courses if they already meet your objectives. Or we can tailor any programme to meet your specific learning needs. We will select a trainer from our faculty of over 350 according to sector experience, subject knowledge and your company's culture. Then if you want to run your training off site we will help you select a suitable venue.



Every year we work with over 1,000 organisations. Our in-house clients include:

ACCA
Barclays
Balfour Beatty
Birkbeck University
Cambridge Assessment
Capital One
Coutts
Diageo

Lloyds Banking Group
RS Components
Taylor & Francis
TheTrainline.com
Tube Lines
UK Power Networks
United Business Media
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Talk to an account manager on
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