



## SECRETARIAL AND ADMINISTRATIVE EXCELLENCE FOR EFFECTIVE GOVERNANCE AND EXECUTIVE SUPPORT PROGRAMMES

### 1. INTRODUCTION

In modern public and corporate institutions, **Executive Secretaries, Personal Assistants and Senior Administrative Professionals** are no longer clerical support staff. They are **strategic enablers of leadership, governance, decision-making and institutional performance**. Across Africa, senior offices are increasingly dependent on highly competent administrative professionals who can manage information, coordinate executive workflows, uphold ethics and protocol, and support policy and governance processes.

However, rapid changes in **digital administration, governance standards, public sector reforms, information security and executive accountability** have outpaced traditional secretarial training. This has created a clear skills gap between institutional expectations and the current capabilities of many administrative professionals.

NC Consultants, Africa has therefore designed a **comprehensive portfolio of contemporary Secretarial and Administration programmes** to strengthen **professional competence, executive effectiveness and institutional credibility**.

### 2. PROGRAMME OVERVIEW

The **Secretarial and Administrative Excellence Programme Portfolio** is a structured set of **high-impact 5-day and 10-day executive short-term courses** targeting senior-level administrative professionals and executive support staff.

The programmes integrate **professional administration, governance support, communication, digital office systems, ethics, protocol and leadership**, ensuring that participants become **trusted strategic partners to executives and senior officials**.

#### Core Focus Areas

- Executive secretarial excellence and office leadership
- Strategic administrative support to senior management and boards
- Professional communication, protocol and executive correspondence
- Records, information management and digital administration
- Ethics, confidentiality, compliance and public sector governance
- Time management, productivity and executive coordination
- Leadership, professionalism and future-ready administrative practice

### 3. TARGET GROUPS

#### Primary Target Groups

- Executive Secretaries
- Personal Assistants to Ministers, Permanent Secretaries, CEOs and Directors
- Senior Secretaries and Administrative Officers
- Chief Administrative Assistants
- Office Managers and Executive Office Coordinators

## Secondary Target Groups

- Administrative Officers in Ministries, Departments and Agencies
- Parliamentary, Judicial and Municipal Secretarial Staff
- Secretariat staff of Boards, Commissions and Regulatory Authorities
- Senior Administrative Staff in State-Owned Enterprises and NGOs

## Institutional Beneficiaries

- Ministries, Departments and Agencies (MDAs)
- Local Government Authorities and Municipal Councils
- State-Owned Enterprises and Public Corporations
- Regional and Continental Institutions
- Large Private and Development Organisations

## 4. PROGRAMME OBJECTIVES

### Overall Objective

To enhance **professional competence, leadership capacity and strategic relevance** of executive secretarial and administrative professionals in support of **effective governance, executive performance and institutional excellence**.

### Specific Objectives

Participants will be equipped to:

1. Deliver **high-level executive secretarial and administrative support** aligned with organisational mandates
2. Apply **strategic office management and governance support practices**
3. Manage executive communication, correspondence and stakeholder relations professionally
4. Implement effective **records, information and digital office systems**
5. Uphold **ethics, confidentiality, protocol and compliance standards**
6. Improve executive productivity through advanced **time, diary and meeting management**
7. Provide administrative support to **policy formulation, boards and decision-making processes**
8. Adapt to emerging trends in **digitalisation and the future of administrative work**

## 5. ALIGNMENT WITH THE LISTED COURSE THEMES

### 5.1 Core Secretarial & Executive Administration

Covers executive office management, coordination, leadership and strategic administrative support.

**Outcome:** Highly competent executive offices that enable senior leadership effectiveness.

### 5.2 Communication, Protocol & Professional Image

Focuses on executive correspondence, stakeholder liaison, protocol, etiquette and professional conduct.

**Outcome:** Improved institutional image and effective executive communication.

### 5.3 Office Systems, Records & Digital Administration

Addresses digital filing, information management, cyber awareness and office automation.

**Outcome:** Secure, efficient and modern administrative systems.

#### **5.4 Planning, Time Management & Operational Support**

Covers productivity, diary management, meetings, conferences and logistics.

**Outcome:** Enhanced executive efficiency and workflow coordination.

#### **5.5 Ethics, Compliance & Public Sector Administration**

Addresses ethics, confidentiality, administrative law and governance frameworks.

**Outcome:** Strong compliance, reduced risk and enhanced institutional credibility.

#### **5.6 Executive & Advanced Specialisations**

Focuses on board support, leadership skills and strategic administrative roles.

**Outcome:** Administrative professionals positioned as strategic partners to leadership.

#### **5.7 Contemporary & Cross-Cutting Issues**

Covers gender-responsive administration, customer service, wellbeing and future-of-work trends.

**Outcome:** Inclusive, resilient and future-ready administrative professionals.

### **6. PROGRAMME EXPECTATIONS**

#### **Participant Expectations**

Participants are expected to:

- Actively participate in case studies, simulations and practical exercises
- Share workplace experiences and challenges
- Develop a **personal or institutional administrative improvement plan**
- Apply knowledge and tools in their offices after training

#### **Institutional Expectations**

Participating organisations are encouraged to:

- Nominate staff supporting senior leadership
- Provide an enabling environment for post-training application
- Recognise and support professional development of administrative staff

### **7. PROGRAMME OUTCOMES**

#### **Institutional Outcomes**

- Improved efficiency and professionalism of executive offices
- Enhanced governance support and compliance
- Stronger institutional image and stakeholder confidence

#### **Operational Outcomes**

- Better managed records, communication and executive workflows
- Improved meeting, diary and event coordination
- Reduced operational risks related to information handling and ethics

#### **Individual Outcomes**

- Increased professional confidence and executive relevance
- Improved career progression and leadership readiness
- Recognition as trusted executive support professionals

### **8. VALUE PROPOSITION OF NC CONSULTANTS, AFRICA**

NC Consultants, Africa offers:

- Practical, executive-focused training grounded in African institutional realities
- Facilitators with hands-on experience in executive administration and governance

- Interactive delivery methods focused on real workplace challenges
- Flexible scheduling and multiple intakes across the year
- High return on investment through measurable performance improvement

## **9. CONCLUSION**

The **Secretarial and Administrative Excellence Programme** is a **strategic investment in institutional performance and executive effectiveness**. Organisations that empower their administrative professionals through these programmes will experience **improved governance support, enhanced productivity and stronger leadership outcomes**.

NC Consultants, Africa invites **governments, public institutions, state-owned enterprises and development organisations** to nominate their Executive Secretaries, PAs and senior administrative staff to participate and partner with us in building **professional, ethical and future-ready administrative functions across Africa**.

**SECRETARIAL & EXECUTIVE ADMINISTRATION PROGRAMMES**

CODE	COURSE	DURATION	JAN 2026 – JAN 2027
SEC 01	Executive Secretarial & Office Management Excellence	5 Days	05 Jan–09 Jan 2026 15 Jun–19 Jun 2026 02 Nov–06 Nov 2026 07 Dec–11 Dec 2026 18 Jan–22 Jan 2027
SEC 02	Advanced Personal Assistant Skills for Senior Executives	5 Days	19 Jan–23 Jan 2026 01 Jun–05 Jun 2026 05 Oct–09 Oct 2026 14 Dec–18 Dec 2026 25 Jan–29 Jan 2027
SEC 03	Professional Administrative Management for Public Sector	5 Days	26 Jan–30 Jan 2026 08 Jun–12 Jun 2026 21 Sep–25 Sep 2026 07 Dec–11 Dec 2026 11 Jan–15 Jan 2027
SEC 04	Strategic Office Administration & Governance Support	5 Days	05 Jan–09 Jan 2026 11 May–15 May 2026 12 Oct–16 Oct 2026 14 Dec–18 Dec 2026 18 Jan–22 Jan 2027
SEC 05	Executive Office Leadership & Coordination	10 Days	05 Jan–16 Jan 2026 18 May–29 May 2026 14 Sep–25 Sep 2026 07 Dec–18 Dec 2026 11 Jan–22 Jan 2027
SEC 06	Business Communication & Executive Correspondence	5 Days	12 Jan–16 Jan 2026 09 Mar–13 Mar 2026 13 Jul–17 Jul 2026 07 Dec–11 Dec 2026 11 Jan–15 Jan 2027
SEC 07	Protocol, Etiquette & Diplomatic Office Practice	5 Days	19 Jan–23 Jan 2026 20 Apr–24 Apr 2026 10 Aug–14 Aug 2026 14 Dec–18 Dec 2026 18 Jan –22 Jan 2027
SEC 08	Professional Writing, Minutes & Records Management	5 Days	26 Jan–30 Jan 2026 04 May–08 May 2026 07 Sep–11 Sep 2026 07 Dec–11 Dec 2026 25 Jan–29 Jan 2027
SEC 09	Stakeholder Relations & Executive Liaison Skills	5 Days	12 Jan–16 Jan 2026 20 Apr–24 Apr 2026 05 Oct–09 Oct 2026 30 Nov–04 Dec 2026 25 Jan –29 Jan 2027
SEC 10	Records & Information Management in the Digital Age	5 Days	05 Jan –09 Jan 2026 08 Jun–12 Jun 2026 05 Oct–09 Oct 2026 07 Dec–11 Dec 2026 18 Jan–22 Jan 2027
SEC 11	Electronic Document & Filing Systems	5 Days	19 Jan–23 Jan 2026 04 May–08 May 2026 17 Aug–21 Aug 2026 14 Dec–18 Dec 2026 11 Jan–15 Jan 2027

**SECRETARIAL & EXECUTIVE ADMINISTRATION PROGRAMMES**

CODE	COURSE	DURATION	JAN 2026 – JAN 2027
SEC 12	Office Automation & Digital Tools for PAs	5 Days	12 Jan–16 Jan 2026 22 Jun–26 Jun 2026 28 Sep–02 Oct 2026 30 Nov–04 Dec 2026 25 Jan–29 Jan 2027
SEC 13	Cyber Awareness & Information Security for Admin Staff	5 Days	19 Jan–23 Jan 2026 06 Jul–10 Jul 2026 12 Oct–16 Oct 2026 07 Dec–11 Dec 2026 18 Jan–22 Jan 2027
SEC 14	Executive Time Management & Productivity Mastery	5 Days	05 Jan–09 Jan 2026 15 Jun–19 Jun 2026 02 Nov–06 Nov 2026 07 Dec–11 Dec 2026 18 Jan–22 Jan 2027
SEC 15	Event, Meeting & Conference Management	5 Days	19 Jan–23 Jan 2026 01 Jun–05 Jun 2026 05 Oct–09 Oct 2026 14 Dec–18 Dec 2026 25 Jan–29 Jan 2027
SEC 16	Travel, Logistics & Diary Management for Executives	5 Days	26 Jan–30 Jan 2026 08 Jun–12 Jun 2026 21 Sep–25 Sep 2026 07 Dec–11 Dec 2026 11 Jan–15 Jan 2027
SEC 17	Ethics, Confidentiality & Professional Conduct	5 Days	26 Jan–30 Jan 2026 15 Jun–19 Jun 2026 02 Nov–06 Nov 2026 14 Dec–18 Dec 2026 11 Jan–15 Jan 2027
SEC 18	Administrative Law & Compliance for Secretaries	5 Days	12 Jan–16 Jan 2026 08 Jun–12 Jun 2026 28 Sep–02 Oct 2026 07 Dec–11 Dec 2026 18 Jan–22 Jan 2027
SEC 19	Public Sector Administration & Office Governance	5 Days	19 Jan–23 Jan 2026 01 Jun–05 Jun 2026 12 Oct–16 Oct 2026 14 Dec–18 Dec 2026 25 Jan–29 Jan 2027
SEC 20	Executive Support in Policy & Decision-Making	5 Days	19 Jan–23 Jan 2026 20 Jul–24 Jul 2026 05 Oct–09 Oct 2026 07 Dec–11 Dec 2026 11 Jan–15 Jan 2027
SEC 21	Leadership Skills for Senior Administrative Professionals	5 Days	05 Jan–09 Jan 2026 17 Aug–21 Aug 2026 28 Sep–02 Oct 2026 14 Dec–18 Dec 2026 18 Jan–22 Jan 2027
SEC 22	Strategic Administrative Support to Boards & CEOs	10 Days	05 Jan–16 Jan 2026 07 Sep–18 Sep 2026 02 Nov–13 Nov 2026 07 Dec–18 Dec 2026 11 Jan –22 Jan 2027

**SECRETARIAL & EXECUTIVE ADMINISTRATION PROGRAMMES**

CODE	COURSE	DURATION	JAN 2026 – JAN 2027
SEC 23	Gender-Responsive Administration & Office Practice	5 Days	12 Jan–16 Jan 2026 24 Aug–28 Aug 2026 09 Nov–13 Nov 2026 07 Dec–11 Dec 2026 25 Jan–29 Jan 2027
SEC 24	Customer Service & Front Office Excellence	5 Days	26 Jan–30 Jan 2026 07 Sep–11 Sep 2026 02 Nov–06 Nov 2026 14 Dec–18 Dec 2026 11 Jan–15 Jan 2027
SEC 25	Stress Management & Wellbeing for Admin Professionals	5 Days	26 Jan -30 Jan 2026 14 Sep–18 Sep 2026 09 Nov–13 Nov 2026 07 Dec–11 Dec 2026 18 Jan–22 Jan 2027
SEC 26	Future of Administrative & Secretarial Work	10 Days	05 Jan–16 Jan 2026 21 Sep–02 Oct 2026 09 Nov–20 Nov 2026 07 Dec–18 Dec 2026 11 Jan–22 Jan 2027

**Why these Programmes:**

- Strong relevance to **executive support, governance and public sector performance**
- Designed for **Senior Officials, Executive Secretaries and PAs**
- Addresses **digital transformation, ethics, protocol and leadership**
- Flexible scheduling and multiple intakes
- Clear career progression and professional recognition value