PARTNERS IN KNOWLEDGE UK LTD
Suite No. 129
295 Chiswick High Road
LONDON W4 4HH



Digital File Management

PIK713-0227 SNGP-1

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Place	: Singapore	**Venue**	: Compass Offices (Singapore Land Tower) - TBC		
Start Date	: 01-02-2027	**End Date**	: 05-02-2027	**PPP**	: £4350

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If you can't train them, you can't blame them!

Short Description:

COURSE OVERVIEW This training program is designed to provide participants with essential skills for effectively navigating the digital landscape. In today's fast-paced environment, understanding digital tools and their applications is crucial. Participants will engage with a variety of resources that emphasise the importance of digital literacy in professional settings. By focusing on the principles of digitisation, the program aims to foster a comprehensive understanding of how digital systems can be utilised to manage information efficiently. Through hands-on experiences and practical exercises, participants will develop proficiency in leveraging digital tools to streamline workflows. This enhancement of productivity not only facilitates better organisation but also promotes effective communication within teams. By the end of the program, participants will be equipped with the knowledge and skills necessary to implement best practices in file management, ensuring that they can adapt to the evolving demands of the digital world.

Course Overview:

Course Objectives

At the end of this program, participants will be able to:

- Acquire modern office management skills.
- Prepare effective public correspondence.
- Prepare effective private correspondence.
- Document files electronically.
- Archive files electronically.
- Save files electronically.
- Create comprehensive work reports using proper writing techniques.
- Acknowledge the importance of electronic supervision.

Target Audience

- Administrative professionals seeking to improve their efficiency and organisation.
- Office managers looking to streamline operations and enhance productivity.
- Secretaries aiming to enhance their skills in documentation and office processes.
- Executive assistants interested in mastering advanced office management techniques.
- Records management specialists focused on optimiing document handling and storage.
- Document management system IT personnel wanting to enhance system functionality.
- Employees aspiring to develop their skills in office management and effective documentation practices.

Program Outline:

DAY 1: Document Preparation & Electronic Filing

1. The concept and importance of preparing correspondence, filing, and reporting.

2. Archiving and the methods of archiving and reviewing documents electronically.
3. Modern methods for detecting and managing documents and files electronically.
4. Common challenges in document preparation and how to address them.
5. Ensuring security and confidentiality in electronic document management.

DAY 2: ISO Standards & Effective Communication

1. ISO International Standard for the preservation of documents and files and their archiving.
2. Types of correspondence and official reports and their characteristics.
3. Proper phrases and language in writing correspondence and reports.
4. The role of ISO standards in ensuring document quality and consistency.
5. Enhancing communication skills for creating clear and concise documentation.

DAY 3: Electronic Document Management

1. Methods of saving files and documenting them electronically.
2. Means of archiving, record keeping, and electronic documentation.
3. Techniques to improve interaction and productivity in office environments.
4. Choosing the right tools and software for electronic document management.
5. Monitoring and auditing electronic document management systems.

DAY 4: Foundations of Office Management

1. The five foundations of good practices in office and secretarial work.
2. Methods of dealing with electronic records and documents efficiently.
3. Advanced communication strategies for managing electronic customers.
4. Organizing workflows and setting priorities in office environments.
5. The role of technology in enhancing office management operations.

DAY 5: Report Writing & Practical Application

1. Writing techniques and preparing detailed work reports.
2. Components of reports and the stages of preparation for each task.
3. Common errors in report writing and how to avoid them.
4. Developing visual aids (charts, graphs) to enhance report presentations.
5. How to implement feedback from stakeholders to refine reporting processes.