



SPECIALIST ROLE RELATED TRAINING &
EDUCATION FOR EAs AND PAs



EXECUTIVE ASSISTANT ACADEMY

Advanced Diploma
in Executive Office Management™
(Adv Dip EOM™)

Distance Learning Program - Australia

Includes Advanced Diploma of Leadership and Management
BSB61015

Offered by Executive Assistant Academy,
a division of Executive Assistant Network (EAN)
Level 1, 1/83 Bassett St, Mona Vale NSW, 2103
ExecutiveAssistant.com



ABOUT EAN QUALIFICATIONS

Attain an industry recognised qualification to help your career progression and to provide you with vital new insights, skills and knowledge that will ensure you are working alongside your executive in the most productive and effective manner.

- Created in Australia by the leading EA and PA role experts and consultants with over 13 years of industry leading experience
- Recognised as global thought leaders – from the authors of a new role defining book for EAs and their executives that has now been purchased in over 30 different countries
- The ONLY role specific, pathway diploma qualifications, for EAs and PAs
- Designed to help those EAs who want to become more proactive and managerial and less reactive and directed
- Industry recognised as being the only truly unique qualification for EAs and PAs
- Contains a unique EA and Executive assessment survey to help identify alignment in key partnership areas along with areas of misalignment in vision, objectives or approach
- Contains a unique EA and executive partnership model that explains exactly how EAs deliver the greatest value for their executives with guides on how to achieve this – the foundation model that underpins the EAA diploma course structure and content
- Contains a unique program for students to learn how to maximise executive productivity and effectiveness
- Contains a unique trust model that ensures EAs and their executives build strong working partnership more quickly
- Extensive business acumen, business skills and business knowledge modules and components
- Extensive social and interpersonal skills, communication and emotional intelligence modules
- Extensive further role specific modules and learning areas
- Delivered via distance learning but utilising an online learning platform where all student materials are stored
- Assessment and projects for students designed to be integrated into the student's workplace to enhance learning outcomes and the practicality and relevance of the courses
- Exclusive training videos and other learning materials uploaded for students to enjoy monthly



SPECIALIST ROLE RELATED EDUCATION, TRAINING AND DEVELOPMENT FOR EAs AND PAs

DELIVERY

Created to meet demand from students in regional or remote areas of Australia, as well as those living in countries outside of Australia, our Distance Learning Diploma Programs are designed to ensure that students can attain the exact same qualifications as those undertaking classroom based study, working at their own pace but with additional support and assistance from Academy staff and other diploma students. Including the exact same modules and workbooks and the same assessments and projects, and delivered over the same period of time, students can feel sure they are receiving not just the same qualification, but also the same level of education and training.

INDUSTRY RECOGNISED QUALIFICATIONS

Representing over 7,500 EAs and PAs nationally and internationally, and connected to more than 30,000 others internationally, Executive Assistant Network, through Executive Assistant Academy, is uniquely placed to not only offer qualifications others lack the industry and role based knowledge and understanding to deliver, but also to ensure that they are recognised within the broader business community, both in Australia and across the world, for their unique, role specific benefits, for their intellectual and academic rigour, and also for their practical relevance.

Hundreds of students have already either completed an Executive Assistant Academy qualification or are presently still studying. Our goal is to ensure that our pathway qualifications are not merely just industry recognised, but are also recognised as the industry standard.

Our diploma qualification streams include:

- **Diploma in Executive Office Management™ (Dip EOM™ includes Diploma of Leadership and Management BSB51915)** – A practical industry recognised qualification for those wishing to master the fundamentals of being an EA and mastering the office of their executive.
- **Advanced Diploma in Executive Office Management™ (Adv Dip EOM™ includes Advanced Diploma of Leadership and Management BSB61015)** – Combining business and management theory and practice with unique role related models and guides, for those EAs wishing to master the more subtle aspects of the role that deliver the greatest benefits in an EA and Executive partnership.

Within both these qualifications resides the premise that EAs and PAs at all stages in their careers are tasked with one objective; facilitating the management of their executive's office in a way that enables the executive to be as productive and effective as possible, ultimately increasing the productivity of both parties by working together synergistically.



Advanced Diploma in Executive Office Management™ (Adv Dip EOM™) Distance Learning Program - Australia

QUALIFICATION OUTLINE

This qualification covers all the skills and knowledge required of EAs or PAs wanting to become true partners in business with their executive, effectively managing their office and delivering significant productivity and efficiency benefits to the executive, with the skills to identify threats and opportunities as they arise and act accordingly. Addressing some very specific managerial skills, business acumen, and more challenging technical skills, this course will teach you to become a fully proficient, independent and pro-active executive office manager. The benefits for your career are countless as the course will enable you to access the most senior and sought after EA and PA roles and the opportunity to work alongside and learn from the most senior executives in business.

WHO SHOULD ENROL

This qualification has been designed for experienced, senior EAs and PAs, wanting to master the more complex aspects of working with senior Executives and taking a pro-active lead in managing their offices and priorities.

QUALIFICATION OBJECTIVES

The objectives of this qualification include introducing students to more complex and technical business management and leadership theories, helping students to develop more advanced business skills, and develop their broader business acumen and industry knowledge and understanding. The course should begin students along a path to developing much greater business administration and management understanding, a journey that should continue throughout their career. Ultimately, the goal is to help EAs learn how to analyse, assess and understand any challenges, threats or opportunities as they relate to their executive's short, medium and long term strategies and goals, and assist with the development and then implementation of strategies, plans or procedures to overcome or counteract these. In achieving this, we will help EAs to become true partners in business with their executives.

WHAT YOU GET:

- Comprehensive Study Materials and Online Support Resources
- Support throughout the program
- Advanced Diploma in Executive Office Management™ (industry recognised)
- Advanced Diploma of Leadership and Management BSB61015 (nationally accredited)
- Listing on our EAN Alumni webpage
- EA and Executive Alignment Survey
- Right to use Adv Dip EOM™ designation



DIPLOMA STRUCTURE - DISTANCE LEARNING

The EAN Advanced Diploma in Executive Office Management™ is delivered over a minimum of 12 months and has been split into 6 separate training modules with accompanying assessments. Throughout the course, students will be required to submit a number of practical work-related assessments designed to utilise the course skills and knowledge within the workplace. This immediate application of course content will ensure you are building the habits that will make you and your executive more productive, efficient and effective.

The assessments have been designed to draw from your day to day work and will not require onerous amounts of additional time to complete. It will however require a committed approach from students to successfully complete the course.

POST SESSION ASSESSMENTS

Students will be required to complete 6 Assignments – one with each module. These may include activities such as short answer and multiple-choice questions. It is anticipated that each assessment should take no more than a couple of hours to research and complete.

PROJECTS

Students are required to complete three major projects designed to apply the skills and knowledge from the course to real workplace situations. As these projects tend to be implemented in your day to day workflow, we utilise this to ensure that they cause minimal disruption to you workload. Typically, each project draws on content from multiple modules and are completed over a longer term during the program.

Assessments and projects are a vital part of the practical application approach to the EAA diplomas. Designed to ensure that students not only learn new theories, concepts, models and ideas, but that they also develop a practical application of skills. Our goal is to have you learning and applying new skills to your day to day work from day 1. This methodology reinforces your knowledge and builds the habits that will make you a more productive and effective Executive Assistant. We aim to make your work life easier, more productive, more efficient, and our assessments reflect this commitment.

EAA provides strategy, support and guidance throughout the course, including advice on assignment work and questions. Our role is to ensure that all students gain the knowledge and skills to achieve full competency and benefit from new methods of partnering and supporting their executive and managing the executive office.



Modules and Workbook Program

1. BUILDING AND STRENGTHENING THE EA/EXECUTIVE PARTNERSHIP

In this module you will:

- o Examine the potential of the Executive and EA partnership and how to achieve that potential.
- o Explore principles and techniques for stakeholder management.
- o Develop advanced communication skills and build resilience to negotiate on behalf of yourself and your executive, navigate office politics, and deal with difficult people.
- o Manage stress.

2. NATURAL LEADERS

In this module you will:

- o Examine leadership and management theories and determine how individuals react to different leadership styles.
- o Develop skills in performance management.
- o Examine the benefits of being involved in a mentoring relationship and learn how to establish, develop and monitor the relationship.

3. THE LANGUAGE OF THE EXECUTIVE

In this module you will:

- o Become confident in the language of the executive and achieve competence in discussing issues around business, strategic and financial planning and reporting.
- o You will also explore some tips to assist you when presenting information around these topics to your executives, colleagues and stakeholders.

4. GOVERNANCE, RISK, COMPLIANCE

In this module you will:

- o Learn how to implement and maintain a risk management approach.
- o Gain an understanding of the governance and compliance requirements of organisations.

5. FUTURE FOCUSED

In this module you will:

- o Learn skills to champion change in your organisation and lead colleagues to embrace the inevitability of change.
- o Learn skills to apply and role model a continuous improvement approach in your organisation.

6. PERSONAL EXCELLENCE

In this module you will:

- o Examine emotional intelligence and strengthen your capacity to recognise your own, and other people's emotions.
- o Learn to use your emotional intelligence to guide the way you think and behave and to manage emotions so you can easily adapt to different environments and achieve your goals.
- o Strengthen your communication and interpersonal skills to create positive outcomes from interactions.
- o You will identify areas for development and build on existing interpersonal strengths to ensure you continue to develop as an effective communicator.
- o Identify your own professional strengths and areas for development.
- o You will define your vision and set goals as well as develop a Professional Development Plan to ensure that you achieve them.



Distance Learning Program – Registration & Administration

Distance learning students undertake the exact same program as students enrolled in the face to face courses, including being provided with the same course materials and the same assessments and projects.

Upon qualifying, all students receive the identical qualification and this will not differentiate between students by mentioning the distance learning component. All graduating students will be detailed within our Alumni Honour Board for public viewing. As this grows it will include search functions by country or origin of the student.

SUPPORT

Given the lack of face to face interaction with other students and EAA trainers, we still look to connect students with our internal team and other distance students. Our online learning portal contains training materials, support videos and resources plus discussion forums where students can interact and support each other.

PROCESS

Registration and payment needs to be completed online including agreement with the online Terms and Conditions for the course. Once your registration and payment has been received, within two weeks we will send to you a link to download your first module workbook as well as your assessment and project options.

Every two months you will receive your subsequent module workbooks and assessments in the same format. In total there are 6 module workbooks.

This is a self-paced program so students can take as little or as long as they require to complete their assessments, but we strongly recommend that students try and work to the two monthly cycle for assessments where possible to help ensure they complete their diploma in around 14 months.

MARKING OF ASSESSMENTS AND PROJECTS

We aim to ensure that all students receive feedback on their assessments and project submissions within 4 weeks of these being submitted. Because these qualifications form part of adult vocational training and education, we do not provide students with academic type grading. Our goal is to assist all students in becoming competent in their roles and that is the basis of how we assess work. So rather than ever fail students, we work with them to provide continual feedback on what it takes to meet the necessary levels of competence in any assessment or project on an ongoing basis.



ABOUT EXECUTIVE ASSISTANT ACADEMY

Executive Assistant Network was launched in 2005 to provide a range of support services, regular networking, online tools, articles, guides and videos, in addition to formal education and training, all designed to help EAs and PAs become more proficient and efficient, ultimately enabling them to increase the productivity and effectiveness of the executives they work with.

The Executive Assistant Academy is the division of the Network that oversees education and training. Since inception, over 2,000 EAs and PAs have experienced education or training offered through the Executive Assistant Academy.

In addition to our constant research and development, this regular contact with EAs and PAs across Australia, and now around the globe, and with those who have attended our training and events from overseas, has ensured that we have maintained a position as the foremost experts in regards to the training and education needs of Executive Assistants and Personal Assistants in the Asia Pacific region, if not the world.

If you have any questions or enquiries regarding our qualifications or any of our other education initiatives, including short courses, conferences and customised in-house training initiatives, please **do not hesitate to contact us on (612) 8402 5000 or training@executiveassistant.com**

EAA Diploma in Executive Office Management™

EAN Members \$4,000 plus GST (including International Members)
Associate and Non-Members \$4,750 plus GST

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For details on how to register please visit

<http://www.executiveassistant.com/AdvDipDistanceLearning>

Please note that all fees are payable in advance. All price quotes are in Australian dollars.(AUD\$)

