



# Executive Assistant ACADEMY

SPECIALIST ROLE RELATED TRAINING &  
EDUCATION FOR EAs AND PAs



EXECUTIVE ASSISTANT ACADEMY

## Diploma in Executive Office Management™ (Dip EOM™)

### Distance Learning Program - International

Offered by Executive Assistant Academy,  
a division of Executive Assistant Network (EAN)  
Level 1, 1/83 Bassett St, Mona Vale NSW, 2103  
[ExecutiveAssistant.com](http://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 thoughts 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
- Assessments 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™)** – A practical industry recognised qualification for those wishing to master the fundamentals of being an EA and managing their executive's office
- **Advanced Diploma in Executive Office Management™ (Adv Dip EOM™)** – 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.*



# Diploma in Executive Office Management™ (Dip EOM™) Distance Learning Program - International

## QUALIFICATION OUTLINE

This qualification encompasses all the technical skills, basic knowledge and business acumen you need to acquire to move from a more administrative support or clerical support role to a more involved EA role, taking on greater responsibility for overseeing the management of your executive's office. Tackling some very specific technical skills, and developing your social and personal skills, this program will teach you to become a more resourceful, astute, and driven EA. The benefits for your career are significant as this qualification will enable you to advance your career and access intermediate to senior EA and PA roles.

## WHO SHOULD ENROL

This qualification has been designed for experienced clerical or business and administrative support role staff looking to break in to an EA role, or those already in EA or PA roles looking to master the fundamentals as well as some more advanced skills necessary to succeed in the position.

## QUALIFICATION OBJECTIVES

The objective of this qualification is to master all skills and knowledge that are required from intermediate to senior level EAs and PAs. An emphasis is put on intermediate technical skills, social skills, personal skills and managerial skills. By the end of this course, you will master all skills required from an intermediate level EA/PA.

## WHAT YOU GET:

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



## DIPLOMA STRUCTURE - DISTANCE LEARNING

The EAN Diploma in Executive Office Management™ is delivered over a minimum of 12 months and includes 6 separate training modules and booklets with associated assessments.

throughout the course, students will be required to submit a number of practical work related assessments and larger projects. Based on a self-paced learning and delivery approach, students will have the opportunity to complete and submit all assessments and projects in their own time. the work is not onerous, but it does require a committed approach from students to successfully complete the course. All assessments and projects relate directly to content within delivered materials but with practical application to the role of EAs as this relates to how they work with their executive or manage their office on a day-to-day basis.

### POST SESSION ASSESSMENTS

Students will be required to complete 6 assessments – one relating directly to each module and provided workbook. it is anticipated that each assessment should take no more than a couple of hours to research and complete.

### PROJECTS

Students will have to complete three larger projects to be chosen from a range of options relating to topics covered and that will be provided at start of the diploma. it is anticipated that each project should take no more than 6 – 8 hours to research and complete.

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 or ideas, but that they also develop practical application skills. Where possible, assessments and projects will contextually relate directly to the role of the ea, of their executive or of policies and procedures within their (or if, preferred, conceptualised) organisation.

Whilst not always essential because of the materials provided and the practical nature of the assessments and projects, it is recommended that students avail themselves of the opportunity to expand their knowledge as much as possible during the course by reading as many relevant business journals or papers as they can uncover and applying additional thoughts or ideas to their submitted work where possible.

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 the skills to achieve full competency and complete the course.



## Modules and Workbook Program

### 1. RELATIONSHIP BUILDING

In this module you will:

- o Explore the role of the modern EA in today's workplace and how to move from being reactive and directed to proactive and managing.
- o Analyse your alignment with your executive utilising our EA and Executive Alignment Survey Tool
- o Develop your personal and partnership brand to build your credibility; have influence and maximise success.
- o Identify and develop internal and external networks to increase your capabilities to seize opportunities, access information and deliver results.

### 2. PERSONAL PRODUCTIVITY

In this module you will:

- o Get organised for peak performance.
- o Learn time and stress management techniques to deal with disruption, time constraints, pressure and competing priorities.
- o Assess your work-life balance and look at tools and techniques to ensure continued wellbeing so that you do not run out of steam.

### 3. BUSINESS WRITING AND PRESENTATION

In this module you will:

- o Learn current business writing protocols to ensure accurate and professional documents.
- o Explore ways of presenting information to meet the needs of the audience including written, oral and web.
- o Examine principles of information and communication flow management and how these relate to your role and your organisation.

### 4. DIARIES, MEETINGS AND MINUTES

In this module you will:

- o Uncover diary management tips by taking charge of the executive.
- o Explore travel booking tips and tools to support and speed up this all too time consuming task.
- o Learn how to schedule, organise and set up engaging and inclusive meetings and how to take a more proactive, leadership role when appropriate.
- o Examine techniques and tips that will build skills and confidence in minute taking.

### 5. CONFERENCES, EVENTS AND PROJECTS

In this module you will:

- o Learn the fundamentals of Event and Project Management from taking the brief to evaluating outcomes.
- o You will gain skills to deliver seamless events and projects that meet organisational objectives and stakeholder requirements.

### 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 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 one week we will send to you a link to access our online learning portal, where you will be able to access the first module workbook as well as your assessment and project options.

As you complete each module you will receive access to the next learning module, workbooks and learning resources. There are 6 modules in total, and as this is a self-paced program you can take as little or as long as you require to complete their assessments. 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 12 to 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 +61 (0) 2 8402 5000 or by email to [training@executiveassistant.com](mailto:training@executiveassistant.com)

### **EAA Diploma in Executive Office Management™**

EAN Members \$4,000 (including International Members)

Associate and Non-Members \$4,750

### **EAA Advanced Diploma in Executive Office Management™**

EAN Members \$4,000 (including International Members)

Associate and Non-Members \$4,750

**For details on how to register please visit**

**<http://www.executiveassistant.com/DiplomaDistanceLearning>**

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

