



**Executive  
Assistant  
Network**

*SPECIALIST ROLE RELATED TRAINING  
& EDUCATION FOR EAs AND PAs*



EXECUTIVE ASSISTANT ACADEMY

**Diploma in Executive  
Office Management®  
(Dip EOM®)**

Offered by Executive Assistant Academy,  
a division of Executive Assistant Network (EAN)  
[ExecutiveAssistant.com](http://ExecutiveAssistant.com)



**Executive  
Assistant  
Network**

## ABOUT EAN QUALIFICATIONS

Executive Assistant Network qualifications are designed to address specific individual and business needs and to provide specialist role related skills, knowledge and understanding rather than broader more generalist business or management training.

Executive Assistant Network is the de-facto representative 'peak Body' and voice for EAs and PAs in the region, with our academy being the only truly national organisation focused purely on delivering education and training for EAs and PAs.

Derived from over 15 years of research and development, we are focused on the ongoing development of the EA role as required by business. Our unique intellectual property, comprised of distinct theories, models, guides and the EA / Executive Productivity Alliance, ensure that our practical training and education delivers what students and Executives require.

The role of modern assistants has evolved significantly over the past few decades. EAs and PAs are no longer just clerical, administrative or business support staff. They have their own unique role within business which has unique skill and knowledge requirements. Yet despite this, the extent of these requirements has often not been fully recognised within business or government.

Our qualifications are designed to help redress this.

## RECOGNISED QUALIFICATIONS

Representing over 7,500 EAs and PAs nationally, Executive Assistant Network through Executive Assistant Academy, is uniquely placed to offer qualifications that are targeted to EAs role within the modern Executive office. Our qualifications are known for their intellectual and academic rigour, as well as their practical relevance.

Several hundred 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 the industry standard.



## Specialist role related education, training and development for EA's and PA's

*“We recognise the role of EAs and PAs as constituting a career in its own right, unique and distinctly different to other business administration, clerical or support roles”*

Executive Assistants and Personal Assistants comprise a significant part of the workplace, yet prior to Executive Assistant Academy, no formal qualifications existed that were designed to address the specific needs of EAs and PAs at different stages in their careers.

Our integrated qualifications have been devised specifically to address the needs of the professional Executive Assistant. They have been developed after many years of extensive research and industry consultation reflecting the changing role of the modern EA. Executive Assistant Academy has worked with Executives and their broader organisations in relation to technical skills, business industry knowledge, acumen and personal development.

### 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 alliance.

*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®)

## 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 ATTEND

This qualification has been designed for experienced clerical or business and administrative support role staff looking to break into 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
- Executive & Executive Assistant Alignment Survey
- Complimentary access to our Annual Conference (valued at over \$2,000). (Subject to time of booking)
- Support throughout the program
- Advanced Diploma in Executive Office Management® (industry recognised)
- Listing on our EAN Alumni web page
- The right to use Dip EOM® designation



## DIPLOMA STRUCTURE

The EAN Diploma in Executive Office Management® is delivered remotely over a minimum of 12 months.

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 covered in the training modules, but with practical application to the role of the EAs as it relates to their executive and management of their priorities on a day-to-day basis.

## MODULE ASSESSMENTS

Students will be required to complete 6 modules with associated assessments. 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 these projects will be provided at start of the Diploma. It is anticipated that each project should take no more than 20 – 30 hours to research and complete.

Assessments and projects are a vital part of the practical application approach to the EAA diplomas, which are 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 organisation.

*Note: It is a pre-requisite to be working as an EA or PA in order to complete this course and assessments.*



# Modules and Workbook Program

## 1 | RELATIONSHIP BUILDING

*In this module you will:*

- Explore the role of the modern EA in today's workplace and how to move from being responsive and directed to proactive and strategic.
- Develop your personal and partnership brand to build your credibility; have influence and maximise success.
- 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:*

- Get organised for peak performance.
- Learn time and stress management techniques to deal with disruption, time constraints, pressure and competing priorities.
- 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:*

- Learn current business writing protocols to ensure accurate and professional documents.
- Explore ways of presenting information to meet the needs of the audience including written, oral and web.
- 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:*

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

## 5 | CONFERENCES, EVENTS AND PROJECTS

*In this module you will:*

- Learn the fundamentals of Event and Project Management from taking the brief to evaluating outcomes.
- 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:*

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

*"Note: EAN may change the order of sessions and will inform students if this occurs"*



## About Executive Assistant Academy

Executive Assistant Network was launched in 2005 to provide a range of support services to connect EAs and PAs globally. EANs regular networking events, conferences, online tools and formal qualifications are all focused on helping EAs become more proficient and productive at managing the modern executive office.

With a vision to support, inspire and advocate for EAs globally, EAN are the leading EA network worldwide.

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 around Australia and with those who have attended 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 8914 3932** or by email to **training@executiveassistant.com**

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

EAN Members \$4,500 plus GST

Associate and Non-Members \$5,250 plus GST

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

EAN Members \$4,900 plus GST

Associate and Non-Members \$5,650 plus GST

For full dates and details on how to register please visit:

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

*Please note that all fees are payable in advance.*

