

Certificate in proficiency -personal assistant

Placement report

Student name:.....

2018-2020

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Your report is a key part of your placement and links the different participants in the internship. Its purpose is to give a clear and readable account of your placement research , the milestones you reach and its assessment. The students has to keep it update, showing it to the different partners if need be.

Work placement experiences

Personal assistant related duties are diversified and interrelated professional situations in which all parties are involved.

There is strong evidence to suggest that various placements and work experience are extremely valuable to P.A students, both in terms of their professional performance and their flexibility skills regarding their ability to be involved in team-based working or support small businesses' decisions-makers.

A professional situation is characterised by the performing of tasks or job shadowing of extra duties related to the same field or industry. It can be conducted in a definite period on the basis of the tasks performed in a work placement. It is directly linked to one or several tasks mentioned in the benchmark.

A professional situation also displays operational aims and it requires techniques and steps to adapt to the working environment and reach the expected outcomes. It includes written and oral customer-oriented tasks. It taps the digital environment, namely IGP and software resources.

The certificate for proficiency for Personal Assistant students have to complete their work placement as part of their degree course. Furthermore, it is clearly established that work placement students are given a chance to fit the latest evolution of the job, and to land a position more easily.

Work placement quality rests of the involvement of :

- Work placement applicants who can define the learning objectives and tasks with their company and the teaching staff ;
- The host company manager who proposes relevant tasks related to the job description and the degree scope ;
- The teaching staff is in charge of advising and guiding the students seeking a work placement company. The staff is also expected to match the different learning access to skills and knowledge. In order to make learning processes in learners more congruent, the teaching staff sees to set up sandwich classes based upon a special attention to what applicants can learn, involving the follow up of the skills developed in company and reused in the training center.

Aims

Work placement periods aim to make potential graduates acquire and deepen their professional skills in actual situations as well as improve their practical knowledge of business and employment. Those periods have to develop a professional identity, fostering key employability skills in applicants. They also target to make future graduates more aware of cooperating conditions between employees and small business executives.

Work placement provide the opportunity to acquire and develop essential skills in the industry, making it possible for them to :

- navigate their way into a company, performing tasks ;
 - take part in actual professional situations in an industry environment and support the supervisor in decision making, as an applicant.
 - conduct professional tasks mentioned in DA1 section' called managing customer relationship with suppliers and those in DA2 section about taking part of health and safety policies within the SME';
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- gain managing skills ;
- analyse communication situations, whether written or oral, internal or external connected with DA1 field section dealing with managing customer relations with suppliers in an SME ;
- deal with correspondence and phone calls ;
- have strong computer skills and a fine mastery of softwares.

Those tasks are closely related to the skills developed in the training centre and used in real situations in the company. Those tasks are predefined by the teaching staff who have mixed practical knowledge and theoretical knowledge from course topics.

Those work placement periods contribute to the writing of files and documents necessary for the examination:

- **Tasks related to field 1: managing customer relationship with suppliers in small businesses ;**
- **Tasks related to field 2: taking part in health and safety policies in company**

Internships embrace two types of participation in the work environment :

- **A six-week work placement during the 1st year from May to July 2019 in which the student performs tasks related to the fields described above.**

The internships and professional workshops can be done in a couple of companies that can be located abroad.

Assessment

The duties performed in those work placement periods are part of the Certificate examination:

- **An oral exam in December will take part in the second year.** It will be partly based on the first work placement period :
 - A recap professional portfolio including the work experience done at school and in the company. All work experience have to cover all the duties related to the specific field. At least two professional situations, regarding two *GRCF* related situations, including three various tasks with spreadsheet and commercial and accountant *PGI*. One task has to cover the management of a business's sales operations.
 - Two oral communication tip sheets. Each one had to do with a professional oral communication situation experienced in the company. Those situations should be different, as they have to address individuals, groups or on the phone. One of the situations has to deal with customer-relationship management i.e receiving, handling non-paying customers, informing or advising ;
 - An introduction of the commercial context of the SME ;
 - A recap presentation of *PGI* data with all the tasks done ;
 - Paper and digital documents generated on the basis of situations related to *GRCF* and written communication, as described above.
 - Work placement and other work experience certificates

Agreement : Supervisor - intern – tutor

The purpose of the internship is to provide the student with an opportunity to :

Seek, identify and gain an appropriate knowledge of the world of work

i.e the history of the company, its industry, its social and economic environment, its functioning and its organization. It is above all a way to enhance the student's knowledge of external relationship management and communication. That substantial work experience is expected to produce an ideal context for conducting a constructive analysis and finding solutions.

Each party is to be bear in mind the learning outcomes and make the work placement a successful period.

- The teaching staff is committed to help the student search for a worthwhile work experience placement and monitor the internship for examination objectives.
 - The student is committed to maximize his work experience in compliance with his course topics and has to show professionalism as any employee.
 - The host company has a moral obligation to improve access to the student's learning objectives.
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1rst YEAR WORK PLACEMENT

FIELD 1: small business SUPPLIER relationship MANAGEMENT

Those activities are usually regarded as the key aspects of the industry of personal assistant position. They include:

- dealing with trading relations ;
- prospecting actions, then carrying out of contracts and tasks addressing suppliers and customers,
- analysing potential risks within that relation ;
- an accounting follow up of the sales ;
- the follow up of client cash flows ;
- usual communication with SME partners to enhance relationship ;

Those tasks are usual for a personal assistant working in a small business.

Task 1.1. customer relationship

- T.1.1.1. Customer prospecting organization
- T.1.1.2. spot- monitoring and interest in a tender procedure
- T.1.1.3. External and internal communication with organizations ; customer prospecting and contracting parties

Task 1.2. SME Sales management

- T.1.2.1. Sales planning
- T.1.2.2. Sales contracting (orders, maintenance contracts, extended warranty, subsidiary contracts.)
- T.1.2.3. sales and delivery follow up
- T.1.2.4. Invoicing, payment follow up and late payment procedure
- T.1.2.5. Customer creditworthiness
- T.1.2.6. Customer database
- T.1.2.7. External communication

Task 1.3. small business customer retention and relationship

- T.1.3.1. Receiving, informing and advising services
- T.1.3.2. Customer service
- T.1.3.3. customer retention program

Task 1.4. Supplier relationship management

- T.1.4.1. Buying schemes and investment studies
- T.1.4.2. cost-efficient suppliers prospecting
- T.1.4.3. Bid comparing and suppliers
- T.1.4.4. suppliers database
- T.1.4.5. External communication with customers and suppliers

Task 1.5. buying operations follow up and investment scheme within the SME

- T.1.5.1. Contract negotiations procedure
- T.1.5.2. Orders and follow up of orders
- T.1.5.3. Capital asset program
- T.1.5.4. Buying monitoring process and payment
- T.1.5.5. Supplier assessment
- T.1.5.6. Written and oral communication with business financial participants and suppliers outside the company

Task 1.6. Accounting follow up of the operations with suppliers outside the SME

- T.1.6.1. Monitoring of the accounting record of the buying, sales and payment
- T.1.6.2. Bank relationship follow up
- T.1.6.3. Treasury, cash in and out follow up
- T.1.6.4. VAT monitoring and calculation
- T.1.6.5. Risk assessment in international business

Expected results in terms of communication

- An analysis of communication situation, taking into account the context
- A valued and faithful image of the company in the relationship with customers and suppliers
- Alerts
- The consideration of interlocutors of different levels, functions, personalities or cultures
- The quality and the maintenance of the relationship with the customers, an enslavement in the customers remember
- Written and oral communication adapted to internal and external actors
- The implementation of orthographic and syntactic rules in the writings professional conduct of interviews
- An implementation of conflict management techniques
- The development of professional relations facilitating the circulation of information
- Communication of information about customers, sales and purchases
- An argumentation of the proposals
- Use of messaging pools, word, processing, presentation tools, computer-assisted