

# aractech

Global Learning for Operational Leaders

ADMINISTRATION AND SECRETARIAL

## The Certified HR Administrator

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# Course content

## Why Attend

HR administrators and officers are constantly requested to expand their existing knowledge and skill set. This course has been developed to provide participants with both technical and behavioral knowledge required for HR administrators. The focus is on the role of HR administrators within organizations, communication skills required (both verbal and written), HR reporting, legal documentation and employee policies. In addition the course provides an extensive body of knowledge on the competencies required for successful HR administrators.

## Course Methodology

- To provide a more practical element to the course, participants are required to develop an employee handbook and an organization structure using computer stations provided by Meirc. In addition, a live demo of an HR system will be provided in order to highlight major features and develop a system's business requirements.

## Course Objectives

- Identify the role of HR administrators within the HR structure of their organization
- List and develop competencies required for successful HR administrators
- Apply the main principles of business and report writing
- Produce written human resources correspondence and sample HR reports
- Determine legal documents required to collect and maintain for employees.
- Create their organization's employee handbook

## Target Audience

- HR administrators and officers who wish to develop their knowledge and improve their HR administration skills.
- Target Competencies
- Deciding and initiating action
- Relating and networking

# Course outline

## Detailed course outline

Module-by-module outline for The Certified HR Administrator.

### Module 1 - The HR administrator in organizations

- Major roles and responsibilities of HR administrators
- A look at the HR administrator's job description
- The HR administrator's position within the HR department
- Professional qualifications as a competitive advantage
- Competencies of successful administrators
- Technical competencies

### Module 2 - Human resources and communication

- Definition of communication
- Communication in HR
- Characteristics of an effective HR communicator
- Questioning techniques
- Listening and empathy

### Module 3 - Interviewing techniques

- The STAR technique
- The FACT technique
- The probing technique
- The leading technique
- Basics of public speaking

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Module-by-module outline for The Certified HR Administrator.

### Module 4 - HR business communication and HR reports

- Basics of business writing
- Writing HR reports
- Common mistakes in writing HR correspondence and reports
- Examples of HR correspondence and reports

### Module 5 - HR measurements and reporting

- Research terms and techniques
- Frequently used HR metrics
- Calculating HR metrics
- Recruitment metrics
- Retention metrics
- Compensation and Benefits metrics

# Seminar dates

## Available seminar dates

Live dates and pricing for The Certified HR Administrator generated from the course details page.

Date	Location	Format	Fee
15 - 19 June 2026	Vienna	Classroom	€2,975
20 - 24 July 2026	Barcelona	Classroom	€2,695
3 - 7 August 2026	Paris	Classroom	€3,150
7 - 11 September 2026	Frankfurt	Classroom	€2,275
12 - 16 October 2026	Barcelona	Classroom	€2,695
9 - 13 November 2026	Frankfurt	Classroom	€2,275
14 - 18 December 2026	Rome	Classroom	€2,975

### Live online option

Online delivery is available at €1,250.