informatech

ADMINISTRATION AND SECRETARIAL | COURSE

The Certified HR Administrator

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Course content

Why Attend

HR administrators and o cers 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.

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.

By the end of the course, participants will be able to:

• 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

HR administrators and officers who wish to develop their knowledge and improve their HR administration skills.

• Deciding and initiating action

• Relating and networking

• Communication skills

• Business writing

• Following instructions and procedures

• Planning and organizing

Course content

Why Attend

• Achieving goals and objectives

Course outline

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

• Behavioral competencies

• Assessing and developing your competencies

• The evolving role of the HR administrator

• Certifications for administrators

Human resources and communication

• Definition of communication

• Communication in HR

• Characteristics of an effective HR communicator

• Questioning techniques

• Listening and empathy

Interviewing techniques:

Course content

Course outline

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

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

HR measurements and reporting

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

Employee documentation and record keeping

- Purpose and objective of record keeping
- Employee files: legal documents to maintain

Course content

Course outline

- Developing an orientation package: documents to provide to new hires
- Policies, procedures and work rules
- Developing an organization's employee handbook
- Purpose of the handbook
- Sections of the handbook
- the process of developing handbook
- Workshop: draft of employee handbook

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 - Austria	Classroom	**€4,250.-**
20 - 24 July 2026	Barcelona - Spain	Classroom	**€3,850.-**
3 - 7 August 2026	Paris - France	Classroom	**€4,500.-**
7 - 11 September 2026	Frankfurt - Germany	Classroom	**€3,250.-**
12 - 16 October 2026	Barcelona - Spain	Classroom	**€3,850.-**
9 - 13 November 2026	Frankfurt - Germany	Classroom	**€3,250.-**
14 - 18 December 2026	Rome - Italy	Classroom	**€4,250.-**

Live online option	Online delivery is available at €1,850.-.