

*Certificate Course
In
Secretarial Studies*



Ladies' College

Department of Vocational Studies

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**CERTIFICATE COURSE IN
SECRETARIAL STUDIES**

Main Subjects

Resource Persons

Business English
Secretarial Practice
Public Relations

Ms. R. Dias
Ms. P. Attygalle
Ms. J. Fox

Duration:	06 months
Course Fee:	Rs. 22,000/=
Registration:	Rs. 1,000/-
Intakes	January / July
Sundays:	8.30 am to 2 pm.

COURSE CONTENT

English

- Basic Grammar / Syntax
- Spelling
- Correct Speech & Writing
- Writing of Business letters / Memos

Business English

- Formats for letters, memos, emails
- Letters asking for information & assistance
- Replies to enquiries
- Saying what you can & cannot do
- Offers & Suggestions
- Placing & Confirming orders
- More informal correspondence
- Referring to telephone or previous conversations
- Formatting agenda/minutes
- Curriculum Vitae & covering letter
- Business vocabulary building exercises and spelling exercises
- Exercises to improve grammar, speaking, listening, reading and writing skills

Public Relations - 4 modules

4 days during the Course you will follow
Public Relations classes till 4 pm

Secretarial Practice

- Orientation & Presentation
- Confidential Secretary's Role, Pre-requisites
- Importance of spellings, Correct speech, Time management, Conflict handling, Working under stress etc.
- Communication Skills & Assertiveness
- Filing systems – Methods & advantages
- Telephone Techniques
- Follow up systems & call up diary
- Processing Mail
- Public Relations / Reception
- Meetings
- Banking Services & related information
- Executive Travel