

### Task



Hopefully, you took in as much of the information in this first module as possible. To find out how well you have done, complete the following worksheet.



We recommend that you allocate at least 30 minutes to this worksheet.

#### SELF-MARKING



At the end of the worksheet is a convenient answers/feedback and advice section to allow you to see how well you have done.

You are not required to return this worksheet.

#### Activity #1



10 minutes

Write a paragraph explaining the difference between a secretary and a personal assistant.

Write or type your answer here

## Activity #2

 10 minutes

This module discussed the six key attributes of a personal assistant. Think back on what you learned and list them below.

Write or type your answers here

### Activity #3



Work your way through the following paragraphs and insert the most appropriate words to fill in the missing blanks. There are 10 for you to have a go at in all.

A personal assistant or 1\_\_\_\_\_ is often known as a PA for short and they usually work very closely within private sectors. They work with senior 2\_\_\_\_\_ and direct staff to provide them with 3\_\_\_\_\_ support. Personal assistants play a crucial role in the functioning of the organisation and help senior management to achieve their goals and 4\_\_\_\_\_.

Personal assistants help their superiors battle a diary full of challenging 5\_\_\_\_\_ and keep them on track. The role of a PA has 6\_\_\_\_\_ over the decades and they often take on the role of middle 7\_\_\_\_\_; they often work with CEOs, directors and top management and play key roles in decision making.

As a PA, you must 8\_\_\_\_\_ (or develop) the ability to set a harried, chaotic and busy day on its feet. PAs may often be required to think on their feet and manage stressful situations calmly. You must possess effective 9\_\_\_\_\_ skills as your job will involve managing interactions with internal and external organisational 10\_\_\_\_\_.

Write or type your answer here

1

2

3

4

5

6

7

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10



## Answers/feedback and advice section

Use this section to check your answers and see how well you have done

You are not required to return this worksheet

### Activity #1

#### Advice and Feedback

Although the terms secretary and personal assistant are often confused, there are several differences between the two. Secretaries are viewed as older versions of personal assistants and perform various duties including typing, answering phone calls and booking appointments. With the advancement of technology, secretaries progressed into personal assistants, who tackle more responsibilities and take on a more diverse role within their organisation.

### Activity #2

#### Answers

The key attributes that a competent personal assistant must have are: (1) An ability to understand business strategy. (2) An ability to understand broader business issues. (3) Efficiency and competency. (4) Problem solving skills. (5) An ability to plan. (6) Influencing skills.

### Activity #3

#### Answers

1. Secretary 2. Management 3. Administrative 4. Objectives 5. Commitments  
6. Evolved 7. Management 8. Possess 9. Communication 10. Entities

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## SUMMARY

Now that you have studied Module 1, it is time to decide if you feel you are ready to move on to the next module. Even if you struggled only slightly in this module, make sure you take the time to read through the material one more time.

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