

ADMINISTRATIVE STAFF OF INSTITUTIONS

ADMINISTRATIVE STAFF TRAINING

Train the team behind the institution: international office, mobility, AI tools, quality and data protection.

DURATION

12 to 60 hours

FORMAT

Online, hybrid or on site

LANGUAGE

English or French

OUTPUT

A real improved process

DEVELOPMENT AREAS

EIGHT PRACTICAL MODULES

The International Office

From first contact to signed agreement. Output: a documented office workflow.

Mobility Administration

Cohorts, visas, travel, budgets and safeguarding. Output: a mobility pack.

AI for Administration

Drafting, summaries and checklists, used responsibly. Output: a tested AI workflow.

Quality and Accreditation

Process maps and evidence registers. Output: a review cycle ready to adopt.

Data Protection

Lawful handling of learner and staff data. Output: a data-handling protocol.

Agreements and MoUs

What to check before signing. Output: a reviewed agreement package.

Partner Communication

Correspondence, meetings and follow-up. Output: templates and protocol.

Administrative Leadership

Planning the academic year and peak periods. Output: an annual plan.

PATHWAYS

CHOOSE THE DEPTH

01

12 hours

Introduction: one improved procedure or document.

02

24 hours

Development: a revised workflow and implementation plan.

03

40 hours

Implementation: a redesigned process, trialled in your office.

04

60 hours

Institutional: a full improvement cycle and departmental plan.

WHO IT'S FOR

TARGET GROUPS

- International office and relations staff
- Mobility administrators
- Admissions, registry and student services

- Quality assurance and accreditation officers
- Office managers and executive assistants
- Finance, HR and general services staff