KOENIG SOLUTIONS · COURSE OUTLINE

Office Admin & HR: Payroll, Records & Compliance

5 Days
8 HOURS A DAY

45
TOPICS

4
HANDS-ON ACTIVITIES

COURSE OVERVIEW

This 5-day training aims to equip participants with essential administrative and HR skills needed to manage office operations efficiently and support HR functions effectively. By the end of the course, participants will be able to handle records, communication, and employee processes with professionalism and accuracy.

LEARNING OBJECTIVES

- Describe roles and responsibilities of administrative and HR personnel
- Apply records management practices across paper and digital files
- Explain recruitment, onboarding and personnel file management processes
- Apply professional communication techniques for correspondence and meetings
- Analyse conflict resolution approaches for workplace situations
- Explain payroll components, benefits and performance appraisal support
- Identify HR compliance and labor law requirements, including data protection
- Plan continuous improvement using digital HR tools and reporting

TRAINING APPROACH

Interactive lectures, group discussions, practical exercises, case studies, and role-plays

COURSE SYLLABUS

45 Topics

DAY 1 Foundations of Office Administration and HR Functions

Learning Objectives

Practical Exercise

TOPICS

- Understand the role and scope of administrative and HR functions in organizational success
- Learn key principles of office management and HR coordination

Topics

TOPICS

- Introduction to Administration & Human Resources
- **The Modern Office Environment:** Structure, Functions, and Workflow
- Roles & Responsibilities of Administrative and HR Personnel
- **Managing Office Resources:** Facilities, Equipment & Supplies
- Records & Information Management (paper & digital)
- Confidentiality, Ethics, and Professional Conduct
- Time Management and Prioritization Techniques

DAY 2 HR Fundamentals and Employee Lifecycle

Learning Objectives

Workshop

TOPICS

- Gain a clear understanding of HR core functions and processes
- Learn to support the employee lifecycle effectively

Topics

TOPICS

- Overview of HR Processes and HR Administration
- Recruitment & Selection Support (job posting, shortlisting, scheduling interviews)
- Onboarding and Induction Administration
- Personnel File Management & HR Record Keeping
- Leave Management and Attendance Tracking
- Understanding HR Policies and Employee Handbook
- Employment Contracts and Confidentiality Agreements

DAY 3 Communication, Coordination, and Interpersonal Skills

Learning Objectives

Role Play

TOPICS

- Enhance communication and interpersonal skills for effective teamwork
- Learn coordination strategies between departments

Topics

TOPICS

- Principles of Professional Communication
- Writing Effective Business Correspondence (emails, memos, letters)
- Handling Internal and External Communication
- **Meeting Management:** Agendas, Minutes & Follow-Up
- Building Effective Working Relationships
- Conflict Resolution and Problem Solving in the Workplace
- Customer Service and Reception Duties for Admin/HR Staff

DAY 4 HR Administration - Payroll, Benefits & Performance Support

Learning Objectives

Group Activity

TOPICS

- Understand the administrative side of payroll, benefits, and performance systems
- Learn compliance and documentation practices

Topics

TOPICS

- **Payroll Basics:** Understanding Components & Data Accuracy
- Leave, Attendance & Overtime Administration
- Benefits Administration (health, insurance, allowances)
- Performance Appraisal Support & Recordkeeping
- Employee Engagement & Motivation
- HR Compliance and Labor Law Basics
- Data Protection and Privacy in HR

DAY 5 Office and HR Excellence, Reporting, and Continuous Improvement

Learning Objectives

TOPICS

- Apply continuous improvement methods in HR and admin operations
- Strengthen reporting, organization, and planning skills

Topics

TOPICS

- Managing Administrative Projects and Events
- Preparing Administrative and HR Reports
- Budgeting and Cost Control in Administration
- Office Safety, Health, and Emergency Procedures
- Continuous Improvement in Admin and HR Processes
- Implementing Digital Tools and HR Systems (HRIS, Excel, Google Workspace)
- Personal Development Plan for Admin & HR Professionals

HANDS-ON ACTIVITIES

Practise What You Learn

MODULE	ACTIVITY
Foundations of Office Administration and HR Functions	**Practical Exercise:** Designing an Efficient Office Workflow
HR Fundamentals and Employee Lifecycle	**Workshop:** Setting up a Personnel File System
Communication, Coordination, and Interpersonal Skills	**Role Play:** Managing Difficult Conversations Professionally
HR Administration - Payroll, Benefits & Performance Support	**Group Activity:** Simulating Monthly HR Admin Tasks

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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