

aractech
Global Learning for Operational Leaders

ADMINISTRATION AND SECRETARIAL | AS-036

Administrative Performance Review and Office Audit

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Course content

Why Attend

Administrative services consume significant time and money, yet they are rarely reviewed systematically. Duplicate processes, unclear responsibilities, slow approvals, poor records and underused technology can quietly reduce productivity and service quality across the organisation.

This Administrative Performance Review and Office Audit training course equips participants to evaluate how well administrative functions are performing and to recommend practical improvements. Participants learn how to plan an office review, map processes, gather evidence through observation, interviews, surveys and data, assess compliance with policies and benchmark performance.

Course Methodology

• Participants carry out a simulated review of an administrative department using realistic documents, process maps, interview role-plays and performance data. Short briefings introduce each stage of the review, and participants present their findings and recommendations at the end of the course.

Course Objectives

• Explain the purpose and scope of an administrative performance review

• Plan an office audit with clear objectives, criteria and methods

• Map administrative processes and identify inefficiencies

• Collect evidence through interviews, observation, surveys and records

• Assess compliance with administrative policies and procedures

• Define and analyse performance indicators for administrative services

Target Audience

• Administration and office managers

• Senior administrative officers

• Internal auditors and quality officers



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Course content

• Organisational development and process improvement staff



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Course outline

Detailed course outline

Day-by-day outline for Administrative Performance Review and Office Audit.

Day 1 - Purpose and Planning of Administrative Reviews

• 09:00-09:30 | Why Review Administration: Cost, service, compliance and productivity

• 09:30-10:00 | Types of Review: Compliance audits, performance reviews and process studies

• 10:00-10:30 | Defining Scope and Objectives

• 10:30-11:00 | Review Criteria: Policies, standards, benchmarks and good practice

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Review Criteria: Policies, standards, benchmarks and good practice (continued)

• 12:00-12:30 | Planning the Review: Timeline, team and stakeholder communication

• 12:30-13:00 | Ethics and Objectivity in Reviewing Colleagues' Work

• 13:00-14:00 | Exercise: Preparing a review plan for an administrative unit

Day 2 - Process Mapping and Analysis

• 09:00-09:34 | Identifying Core Administrative Processes

• 09:34-10:08 | Process Mapping Techniques: Flowcharts and swimlane diagrams

• 10:08-10:42 | Finding Waste: Delays, duplication, rework and unnecessary approvals

• 10:42-11:00 | Analysing Workload and Capacity

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Analysing Workload and Capacity (continued)

• 11:46-12:20 | Technology Use: Manual work that could be automated

• 12:20-12:53 | Risk Points: Errors, fraud and information loss

• 12:53-14:00 | Workshop: Mapping and analysing a document approval process



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Day 3 - Gathering Evidence

• 09:00-09:30 | Document and Records Review: Policies, files and logs

• 09:30-10:00 | Interviewing Staff and Managers: Questions and listening skills

• 10:00-10:30 | Observation: Watching work as it really happens

• 10:30-11:00 | Surveys of Internal Customers: Design and analysis

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Surveys of Internal Customers: Design and analysis (continued)

• 12:00-12:30 | Sampling Records for Compliance Testing

• 12:30-13:00 | Documenting Evidence and Working Papers

• 13:00-14:00 | Role-Play: Conducting review interviews

Day 4 - Measuring Performance

• 09:00-09:30 | Administrative Performance Indicators: Time, cost, quality and satisfaction

• 09:30-10:00 | Collecting and Validating Performance Data

• 10:00-10:30 | Benchmarking Against Other Units and Organisations

• 10:30-11:00 | Analysing Root Causes of Poor Performance

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Prioritising Issues by Impact and Effort

• 12:00-13:00 | Developing Practical and Prioritised Recommendations

• 13:00-14:00 | Practical Exercise: Analysing performance data for an office service



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Day 5 - Reporting and Implementing Improvements

• 09:00-09:34 | Writing the Review Report: Structure, tone and evidence

• 09:34-10:08 | Presenting Findings to Management Constructively

• 10:08-10:42 | Agreeing Action Plans with Process Owners

• 10:42-11:00 | Monitoring Implementation and Follow-Up Reviews

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Monitoring Implementation and Follow-Up Reviews (continued)

• 11:46-12:53 | Building a Culture of Continuous Administrative Improvement

• 12:53-13:27 | Personal Action Plan: Applying review skills at work

• 13:27-14:00 | Final Presentation: Office review findings and recommendations



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Seminar dates

Available seminar dates

Live dates and pricing for Administrative Performance Review and Office Audit generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Munich	Classroom	**€2,425**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**



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Date	Location	Format	Fee
1 - 5 February 2027	Paris	Classroom	**€2,810**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Rome	Classroom	**€2,830**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Vienna	Classroom	**€3,425**
3 - 7 May 2027	London	Classroom	**€2,915**



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Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Amsterdam	Classroom	**€3,215**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Dubai	Classroom	**€2,845**



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Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Geneva	Classroom	**€3,315**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**



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Seminar dates

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Date	Location	Format	Fee
4 - 8 October 2027	Kuala lumpur	Classroom	**€2,425**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Madrid	Classroom	**€3,400**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Munich	Classroom	**€2,425**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**



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Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**



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15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**



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17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**



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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**



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22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**