



ADMINISTRATION AND SECRETARIAL | AS-021

Confidentiality and Information Handling for Assistants

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Course content

Why Attend

Assistants and administrators have access to sensitive information about people, strategy and finances. Mishandling it can cause legal, financial and reputational damage.

This Aractech course covers confidentiality principles, information classification, data protection, secure handling of documents and emails, information security basics, social engineering awareness, records retention and responding to breaches. Participants assess real handling practices.

Course Methodology

- Scenario discussions
- Practical exercises
- Case studies
- Quizzes
- Group discussions

Course Objectives

- Understand confidentiality obligations
- Classify and label information
- Handle personal data lawfully
- Secure documents, emails and devices
- Recognise social engineering attempts
- Respond correctly to information incidents

Target Audience

- Executive assistants
- Secretaries

Course content

- Administrative staff
- Office managers

Course outline

Detailed course outline

Day-by-day outline for Confidentiality and Information Handling for Assistants.

Day 1 - Confidentiality Principles

- 09:00-09:45 | Why confidentiality matters
- 09:45-10:30 | Legal and ethical duties
- 10:30-11:00 | Types of sensitive information
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Types of sensitive information (continued)
- 11:45-12:30 | Consequences
- 12:30-14:00 | Exercise: Information inventory

Day 2 - Classification and Data Protection

- 09:00-09:45 | Classification schemes
- 09:45-10:30 | Labelling
- 10:30-11:00 | Personal data
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Personal data (continued)
- 11:45-12:30 | Data protection basics
- 12:30-14:00 | Workshop: Classification exercise

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Day 3 - Secure Handling

- 09:00-09:45 | Documents and printing
- 09:45-10:30 | Email security
- 10:30-11:00 | Devices
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Devices (continued)
- 11:45-12:30 | Meetings and conversations
- 12:30-14:00 | Exercise: Handling checklist

Day 4 - Threats

- 09:00-09:45 | Social engineering
- 09:45-10:30 | Phishing
- 10:30-11:00 | Impersonation
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Impersonation (continued)
- 11:45-12:30 | Insider risk
- 12:30-14:00 | Case study: CEO fraud attempt

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Day 5 - Records and Incidents

- 09:00-09:54 | Retention
- 09:54-10:48 | Disposal
- 10:48-11:00 | Incident reporting
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Incident reporting (continued)
- 12:12-13:06 | Lessons learned
- 13:06-14:00 | Capstone: Information handling plan

Seminar dates

Available seminar dates

Live dates and pricing for Confidentiality and Information Handling for Assistants generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	Vienna	Classroom	€3,225
14 - 18 December 2026	Barcelona	Classroom	€2,815
18 - 22 January 2027	Rome	Classroom	€3,460
15 - 19 February 2027	Geneva	Classroom	€4,315
15 - 19 March 2027	Madrid	Classroom	€3,400
19 - 23 April 2027	London	Classroom	€2,315
17 - 21 May 2027	Istanbul	Classroom	€1,978
21 - 25 June 2027	Cape Town	Classroom	€1,625
19 - 23 July 2027	Barcelona	Classroom	€2,815
16 - 20 August 2027	Rome	Classroom	€3,460

Seminar dates

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Date	Location	Format	Fee
20 - 24 September 2027	Geneva	Classroom	€4,315
18 - 22 October 2027	Dubai	Classroom	€1,845
15 - 19 November 2027	London	Classroom	€2,315
20 - 24 December 2027	Istanbul	Classroom	€1,978
9 - 13 November 2026	Online / Live	Online / Live	€1,815
14 - 18 December 2026	Online / Live	Online / Live	€1,815
18 - 22 January 2027	Online / Live	Online / Live	€1,815
15 - 19 February 2027	Online / Live	Online / Live	€1,815
15 - 19 March 2027	Online / Live	Online / Live	€1,815
19 - 23 April 2027	Online / Live	Online / Live	€1,815

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17 - 21 May 2027	Online / Live	Online / Live	€1,815
21 - 25 June 2027	Online / Live	Online / Live	€1,815
19 - 23 July 2027	Online / Live	Online / Live	€1,815
16 - 20 August 2027	Online / Live	Online / Live	€1,815
20 - 24 September 2027	Online / Live	Online / Live	€1,815
18 - 22 October 2027	Online / Live	Online / Live	€1,815
15 - 19 November 2027	Online / Live	Online / Live	€1,815
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