



# Welcome to the Your Excellency Academy

Autumn 2021 Prospectus

# Your Excellency

VIRTUAL ACADEMY FOR EAs PAs & EXECUTIVES

# Why learn with Your Excellency?



## Accredited Courses & Qualifications

All our EA and PA courses and programmes are accredited, so you can be sure you're receiving training recognised by employers. Our qualifications are Ofqual regulated.



## Over 5000 EAs & PAs trained worldwide

Over 5000 EAs and PAs have benefited from our training worldwide and are now enjoying the benefits of our industry leading training and coaching.



## Blended learning approach

Our training is delivered via both virtual group sessions and pre-recorded videos - combining group learning and modules you can watch in your own time.



## Qualified trainers & coaches

All our trainers are qualified to train the courses and programmes we offer and are accredited by the Association For Coaches.



## Five star training & coaching

We always strive to over deliver in our training. Feedback from previous learners is 5/5 - check out our reviews from previous course attendees.

## Your Excellency are proud supporters of:



# Our Training

We offer a whole range of training that will help you achieve your goals. We offer Accredited Programmes, Ofqual Regulated Qualifications, personal coaching, one and two-day courses and can also design Bespoke Programmes to match your needs and budget.

Our training is built on years of experience in Senior Finance and Operations roles and as a PA to high profile CEOs in global businesses. We create training that will accelerate your career and your organisation's business growth.

Together we will help you to become exceptional PAs, Managers and Executives by better understanding yourself and each other, removing the barriers to exceptional performance.

We promise our training will be fun, jargon-free and will give you instantly usable skills designed to overcome your personal or team barriers to success.



**Lindsay Taylor**

lindsay@yourexcellency.co.uk  
+44 7930 194147

We pride ourselves on delivering training to EAs, PAs and Executives that is 'instantly usable'. Being able to quickly implement your newfound skills and learning is the key to great training.



**Malcolm Taylor**

malcolm@yourexcellency.co.uk  
+44 7824 619125

Please have a read through our prospectus to find out more information on our accredited training courses, qualifications and coaching for PAs, EAs & Executives.



**Level 3 Qualification**



**Level 4 Qualification**



**The Mini MBA**



**One and Two-Day Courses**



**Coaching**



**In-house Programmes**



**Team Development**



**Your Excellency**  
VIRTUAL ACADEMY FOR EAs PAs & EXECUTIVES

Visit our website: [www.yourexcellency.co.uk](http://www.yourexcellency.co.uk)

# Professional Qualifications and Accredited Programmes

## Level 3 Qualification

Ofqual Regulated Professional Qualification

Learn at your own pace

Live Instructor Led Training

5 x One-Day Units

Assignments and guided self study

Equivalent to A Level

## Level 4 Qualification

Ofqual Regulated Professional Qualification

Learn at your own pace

Live Instructor Led Training

3 x Two-Day Units

Assignments and guided self study

Equivalent to Degree Level

## The Mini MBA

Accredited Programme by The Institute of Administrative Management (IAM)

Learn over a 5-month period

9 Modules

Blended Learning  
(Live Instructor Led & pre-recorded)

Apply your learning to real case studies  
and your role



**SFJ**  
AWARDS  
APPROVED CENTRE

SFJ Awards - Level 3 Award in Professional PA & Administration Skills



**SFJ**  
AWARDS  
APPROVED CENTRE

SFJ Awards - Level 4 Certificate in Office and Administration Management



**iam**  
Inspiring professionals since 1915

The Mini MBA for Senior & Executive Assistants

Visit our website: [www.youexcellency.co.uk](http://www.youexcellency.co.uk)

# SFJ Awards - Level 3 Award in Professional PA & Administration Skills



Your Excellency  
VIRTUAL ACADEMY FOR EAs PAs & EXECUTIVES

- ✓ Ofqual Regulated Qualification
- ✓ 5 x One-Day Units
- ✓ Learn at your own pace
- ✓ Certificate upon completion

Become an exceptional PA

## Who is this qualification for?

Become an exceptional PA with our Level 3 Award in Professional PA & Administration Skills. This qualification, equivalent to A-Level study, reflects the diversity of the PA role. You will learn the knowledge and skills you need to excel. Design your own qualification by selecting from a choice of topics ranging from Communication Skills to Project Management and Minute Taking to Finance.

This qualification has been specifically designed to develop the knowledge and skills required by PAs and professional administrators.

It's perfect for ambitious people like yourself who want to take your career to the next level and who understand the importance of continually investing in yourself to develop both the life and workplace skills that will take you forward.

To achieve your Award, you need to complete 5 training units from a selection of 12. After completing each training unit, you need to submit a written assignment which is marked and internally verified. When you've achieved 5 pass marks and your work is moderated, you will achieve your Award.

We recommend you do the Award over 12 months – although of course we will work with your schedule and have welcomed fast track students and those who want to spread the training over a longer period. Level 3 units are 1-day units.

Your Excellency  
VIRTUAL ACADEMY FOR EAs PAs & EXECUTIVES

“

*I completed my Level 3 qualification studying with Lindsay and Your Excellency Limited. Lindsay is a fantastic facilitator. She is down-to-earth and wants everyone to succeed. She kept all the courses engaging and ensured everyone was comfortable throughout. The courses provided some great, transferrable skills.*

”

Saffron Mackintosh

## Units

To achieve your Award, you need to complete 5 training units from this selection of 12.

- + Principles of Writing for Business
- + Principles of Managing Workload
- + Principles of Business Event Management
- + Introduction to Marketing for Administrative Managers
- + Introduction to Project Management for Administrative Managers
- + Principles of the Use of NLP to Enhance Communication
- + Principles of Persuasion and Influencing Skills for Administrative Managers
- + Principles of Human Resources for Administrative Managers
- + Principles of Finance for Administrative Managers
- + Produce Minutes of Meetings
- + Principles of Self Development
- + The Role of the Personal Assistant

Contact Lindsay Taylor to find out more or book [lindsay@yourexcellency.co.uk](mailto:lindsay@yourexcellency.co.uk) + 44 7930 194147

# SFJ Awards - Level 4 Certificate in Office and Administration Management



- ✓ Ofqual Regulated Qualification
- ✓ 3 x Two-Day Units
- ✓ Learn at your own pace
- ✓ Certificate upon completion

Become a true strategic business partner

## Who is this qualification for?

Become a true strategic business partner with our Level 4 Certificate in Office and Administration Management. Design your own qualification by selecting from a choice of topics including Management and Leadership, Commercial & Business Awareness and Effective Office Management.

This qualification, delivered to Degree standard has been specifically designed for those who are already operating at a more senior level as experienced PAs, Executive PAs, Office and Administration Managers.

We know that there are high expectations of you in your role. To truly support and work in partnership with your Executives you need to think and operate like them. Having the most up to date thinking on management and leadership theories, having sound commercial and business awareness and putting into practice processes and procedures that are the most effective will not only ensure the success of you as an EA but also the success of your Executives, your team and ultimately your organisation. This qualification will give you the formal recognition of your skills and learning and help you progress to a higher role within your organisation.

To achieve your Level 4 Certificate, you need to complete 3 units from a selection of 4. After completing each unit, you need to submit a written assignment which is marked and internally verified. When you've achieved 3 pass marks and your work is moderated you will achieve your Certificate. Level 4 units are 2-day units.



“

*The learning was presented in a professional, friendly and comprehensive manner. The support and guidance I needed was always to hand. I am so proud of myself and would highly recommend Your Excellency Limited to all.*

”

Fiona Duncan

## Units

**To achieve your Level 4 Certificate, you need to complete 3 units from this selection of 4.**

- + Management Skills for Senior Administration Staff
- + Commercial & Business Awareness for Senior Administration Staff
- + The Role of the Executive Personal Assistant
- + Effective Office Management

# The Mini MBA for Senior & Executive Assistants



Become a truly exceptional EA

- ✓ Fully accredited 5 month Programme
- ✓ 9 Modules of flexible learning
- ✓ Certificate upon completion

## About this Programme

Become a truly exceptional EA by combining strategy, finance, marketing and leadership know-how in this accessible and accredited blended-learning Programme. The Mini MBA is for Senior & Executive Assistants who want to master business and leadership skills.

The knowledge and skills you will learn will be equally useful within your professional role and personal lives.

The blended learning Programme consists of 9 modules delivered via the Your Excellency Virtual Academy. 5 modules are 3 hour live Virtual Instructor Led Training (VILT) and 4 modules are pre-recorded webinars. In between each module you will perform some independent learning to include research, application of tools and models, and development of a case study.

A live introductory session of 60 minutes will kick-off the Programme. This will be an opportunity to ask any questions, meet the trainer and your fellow learners.

During the Programme you will have open access to the trainer for support. You will be encouraged to share thoughts and ideas with fellow learners to expand your knowledge and network.

“

*It's absolutely a game changer – any EA or PA who wants to upskill themselves should consider this course.*

”

Mini MBA Graduate

“

*This course is an incredibly exciting addition to Your Excellency Limited's portfolio of training and development. At the Institute of Administrative Management (IAM) we are very proud to accredit The Mini MBA for Senior & Executive Assistants, and we highly recommend this course to any Senior or Executive Assistant looking to grow in confidence and boost their skills.*

”

Andrew Jardine, General Manager, IAM

The Mini MBA for Senior & Executive Assistants consists of an introductory session to meet your trainer and fellow learners. The following 9 modules are delivered via the Your Excellency Virtual Academy. 5 modules are 3 hour live Virtual Instructor Led Training (VILT) and 4 modules are pre-recorded webinars



**The Mini MBA**  
FOR SENIOR & EXECUTIVE ASSISTANTS



For more information click here



- 👑 Live 60 minute Introduction Session
- 👑 5 Live 3-hour Interactive Modules
- 👑 4 Pre-Recorded Webinar Modules

Introduction Session: Live - 60 minutes

Module 1:  
Understanding Myself

Pre-Recorded  
Webinar

Module 2:  
Business Strategy

Live Module

Module 3:  
Stakeholder Management

Pre-Recorded  
Webinar

Module 4:  
Leadership Development

Live Module

Module 5:  
Marketing

Live Module

Module 6:  
Business Plans

Pre-Recorded  
Webinar

Module 7:  
Financial Reporting

Live Module

Module 8:  
Budgets & Forecasts

Pre-Recorded  
Webinar

Module 9:  
Project Management

Live Module

Contact Malcolm Taylor to find out more or book [malcolm@yourexcellency.co.uk](mailto:malcolm@yourexcellency.co.uk) + 44 7824 619125

# One and Two-Day Standalone Courses

The 12 One-Day units and 4 Two-Day units that make up the SFJ Awards Qualifications can be attended as standalone One and Two-Day Courses

All One and Two-Day courses are live Virtual Instructor Led Training, delivered from 9.30 to 16.30 with a break for lunch.

Our most popular One-Day courses are Project Management, Finance and Producing Minutes of Meeting. Our most popular Two-Day course is Management Skills.

## Interested in group or In-House training?

**[Please click here to view our In-House Menu of Learning.](#)**

All of Your Excellency's One & Two-Day courses can be delivered in house (virtually or in person) for your organisation.



Introduction to Project Management for Administrative Managers



Principles of Finance for Administrative Managers

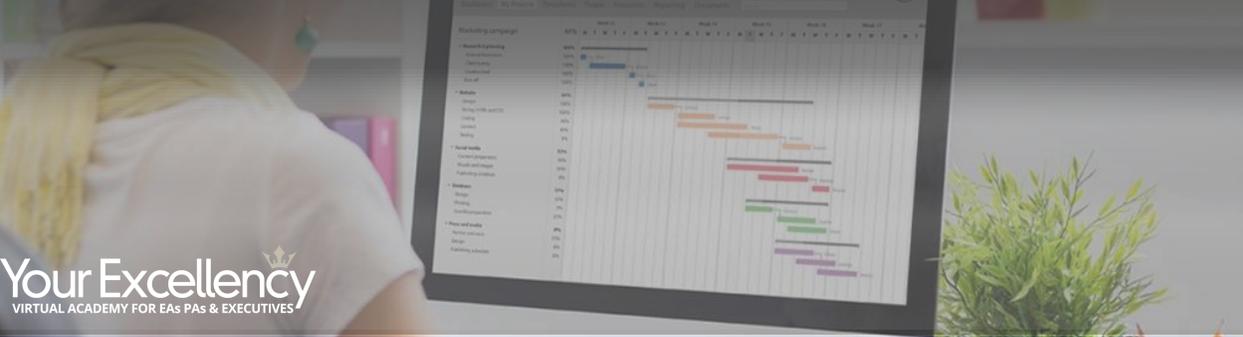


Producing Minutes of Meetings



Management Skills for Senior Administration Staff

# Introduction to Project Management for Administrative Managers



Your Excellency  
VIRTUAL ACADEMY FOR EAs PAs & EXECUTIVES

Our Most Popular One-Day Course

## Overview

This course will give you a thorough understanding of project structure, risks and priorities necessary to fulfil a management or support role in projects. It gives an overview of the essentials enabling PAs and Administrators to add more value to their role and bring best-practice methodologies to the team.

This is a live Virtual Instructor Led One-Day training course that runs from 9.30 – 16.30 UK time with a break for lunch.

Your Excellency  
VIRTUAL ACADEMY FOR EAs PAs & EXECUTIVES

“

*Malcolm is a great trainer and a fantastic communicator. The content was practical and useful with real examples and activities that we could relate to our own professional experience. I also learnt a lot from the other students.*

Gema Fern

”

## At the end of this course, you will be able to:

- ✓ Differentiate between routine work and a project
- ✓ Understand how to prepare for and plan a project including business cases
- ✓ Identify resource requirements including deadlines, skills and budgets
- ✓ Understand how to monitor a project and carry out risk assessments
- ✓ Utilise project management reporting tools such as Gantt Charts and RAG Analysis
- ✓ Understand the purpose and ways of evaluating a project
- ✓ Apply your newfound learning to your own case study

# Principles of Finance for Administrative Managers

“

*I wish I had done this training years ago! It answered so many questions I have always felt scared and almost embarrassed to ask. It has helped me to understand massively... the fundamentals and importance of finance, why decisions are made, why we need to take time to evaluate and how it can be such a fantastic tool to plan for the future. This course really adds so much value.*

”

Daniel Skermer

## At the end of this course, you will be able to:

- ✓ Demystify financial terminology and jargon
- ✓ Understand the business flow of money and business cycle phases
- ✓ Recognise different financial structures of organisations
- ✓ Read and interpret the main financial statements - Profit and Loss/Income Statement. Balance Sheet/Position Statement and Cashflow
- ✓ Differentiate between Capex and Opex and understand the process of depreciation
- ✓ Understand the basic mechanics of VAT
- ✓ Develop and monitor a department or project budget
- ✓ Identify, manage and control costs

One-Day Course

## Overview

This course will enable PAs and Administrators to better support their teams from a financial perspective. You will be able to interpret the key financial statements including profit and loss accounts, balance sheets and cashflow reports. You will be able to create and monitor departmental and project budgets and understand financial terminology and jargon.

This is a live Virtual Instructor Led One-Day training course that runs from 9.30 – 16.30 UK time with a break for lunch.

# Producing Minutes of Meetings

“

*This interactive course was very good. The section on Data Protection was very interesting and I learned lots of useful tips to ensure my minute taking will be very effective.*

Michelle Patrick

”

One-Day Course

## Overview

This course will develop the knowledge and skills required to produce minutes of meetings. You will understand the importance and purpose of minute taking and explore organisational conventions and adherence to legislation. You will gain clarity on your responsibilities as the minute taker and your relationship with the chair.

This is a live Virtual Instructor Led One-Day training course that runs from 9.30 – 16.30 UK time with a break for lunch.

## At the end of this course, you will be able to:

- ✓ Understand the importance and purpose of accurate minutes of meetings
- ✓ Recognise the different ways of taking minutes including organisational styles
- ✓ Take notes in meetings to record proposals, actions, responsibilities and dates
- ✓ Comply with Data Protection legislation and adhere to confidentiality protocol
- ✓ Produce minutes of meetings which meet organisational conventions
- ✓ Know your responsibilities before, during and after meetings

# Management Skills for Senior Administration Staff



Our Most Popular Two-Day Course

## Overview

This course will suit experienced PAs or senior administrators who work closely with their organisation's senior management team, and who either already have management responsibility for junior staff or plan to take on this level of responsibility in the future.

It covers fundamental people management skills and the contextual positioning of managers within an organisation. You will learn how to motivate staff and communicate with people at all levels, including techniques to delegate tasks and manage difficult responses. It will give you the skills to solve problems, deal with interpersonal conflict, and influence a range of organisational stakeholders towards your point of view. It also helps you to identify key areas for personal development to improve your managerial effectiveness.

This is a live Virtual Instructor Led Two-Day training course that runs from 9.30 – 16.30 UK time on consecutive days with a break for lunch each day.



“Lindsay and Malcolm have created an open, safe and fun way to learn and develop new skills. They both have extensive experience in the industry and are capable of explaining management & leadership theories in simple terms. I would highly recommend Your Excellency to anyone who is ready to take the next step in their career or simply wishes to expand their skillset.

Louise Montgomery



## At the end of this course, you will be able to:

- ✓ Understand different types of organisation structure and the advantages and disadvantages of each
- ✓ Understand how organisations use objectives to manage and monitor strategic and operational performance
- ✓ Identify and set goals to support performance management
- ✓ Explore the knowledge, skills, personal attributes and behaviours of managers and leaders
- ✓ Recognise the importance of communication and develop different communication strategies
- ✓ Understand the characteristics and structure of giving and receiving high quality feedback
- ✓ Use delegation to successfully enhance the development of yourself and others
- ✓ Recognise different motivational factors for yourself and others to lead and influence
- ✓ Identify the characteristics of effective teams
- ✓ Evaluate and apply different problem solving processes, tools and techniques
- ✓ Identify the source, nature, prevention and resolution of conflict within organisations

Contact Lindsay Taylor to find out more or book [lindsay@yourexcellency.co.uk](mailto:lindsay@yourexcellency.co.uk) + 44 7930 194147

# Mental Health First Aid (MHFA)

In these challenging times we know that protecting and promoting mental health are more important than ever.

Mental Health First Aid is the only evidence-based, internationally accredited mental health course which certifies you as a Mental Health First Aider. These courses provides a platform for an inclusive learning experience and flexibility on delivery over a time period that suits you.

These courses are delivered by a certified MHFA England Instructor Member. This provides an accessible format for all, hosted on an Online Learning Hub, or delivered in person. Every person who completes the course will be certified as a Mental Health First Aider and receives a certificate.

You will learn invaluable skills, increase your knowledge and confidence to support your own and other people's mental health, both remotely and face-to-face.

Join a community of over half a million people already trained in MHFA England skills.



## About The Trainer

**Alice Scutchey**

[alice@yourexcellency.co.uk](mailto:alice@yourexcellency.co.uk)

Alice is an award-winning Senior EA with over 15 year's experience in business administration. She currently supports two senior partners at a private bank in the City.

She is passionate about helping other PA's & EA's grow and develop their skills so in February 2019, founded The CWPA Club where members can attend weekly training and networking events.

Alice is a Mental Health First Aid Instructor and keen speaker so uses this to tell her story, champion women and promote the PA profession. Alice enjoys bringing people together, promoting happiness by living positively and supporting others to do the same.

“

I found the course really interesting and informative. The course materials were really good quality and I enjoyed reading the book, using the workbook and the online content. All the course materials were relevant and interesting. The course leader, Alice, made me feel very comfortable during the course and I appreciated her bringing her personal story, which encouraged others to share their stories at appropriate times and in a non-judgemental community.

”

- Two-Day Mental Health First Aider
- One-Day Mental Health Champion
- Half-Day Mental Health Awareness



**MHFA England**



# One-to-One Coaching

We are members of The Association for Coaching® and value the importance of best practice in coaching ethics.

We believe you have everything you need to be successful. Our role as your coach is to facilitate your learning through a personalised programme of one-to-one sessions building your skills, techniques and awareness for you to identify and achieve what you really want.

Video coaching sessions are an excellent way of developing leadership skills, overcoming fears and barriers and improving personal performance.

A typical programme will run for 5 sessions over a period of about 6 months. Each session will be approximately 90 minutes. In between sessions you will be able to contact us for support and updates on your progress.

## Virtual Coaching by Lindsay

Lindsay Taylor



“*The energy & passion Lindsay has to deliver personalised and relevant coaching sessions is invaluable. The sessions have enabled me to learn more about myself and how I may come across to colleagues.*”

## Virtual Coaching by Malcolm

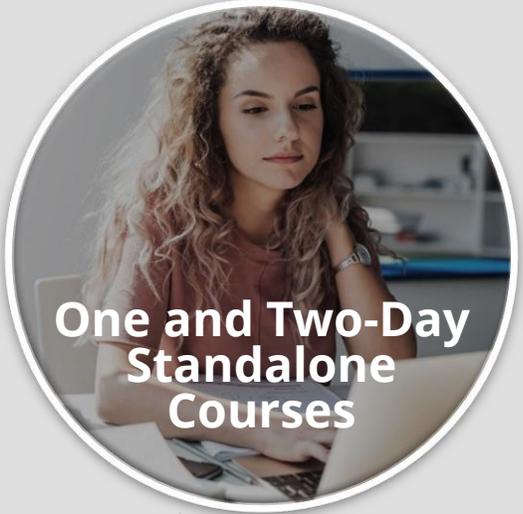
Malcolm Taylor



“*Malcolm is a great leadership coach and he was instrumental in helping me achieve the next stage of my professional career. He has helped me develop a range of skills that allow me to deal with new situations and communicate more effectively. Malcolm's coaching has allowed me to move from an efficient manager to a strategic leader. He has been excellent at helping me articulate my true values and make informed decisions about my career and life.*”



**'Lunch and Learn'  
Bitesize Sessions**



**One and Two-Day  
Standalone  
Courses**

**Your Excellency**  
VIRTUAL ACADEMY FOR EAs PAs & EXECUTIVES



**Mental Health  
First Aid (MHFA)**



**Team  
Development**

# Our In-house Learning & Development

We offer a whole range of in-house training that will help your organisation achieve their goals. Our training is built on years of experience in Senior Finance and Operations roles and as a PA to high profile CEOs in global businesses. We create training that will accelerate your organisation's business growth, improve collaboration and boost skill sets.

Your Excellency prides itself on delivering networking and training sessions that are both motivational and relevant to the needs and wants of our clients.

Together we will help you to become exceptional PAs, Managers and Executives by better understanding yourself and each other, removing the barriers to exceptional performance.



**Download in-house Menu of Learning**



Visit our website: [www.youexcellency.co.uk](http://www.youexcellency.co.uk)

# Further Bespoke Programmes

We promise to deliver training that is designed to meet your specific needs. We know every one of you is unique with different learning styles and preferences so that's exactly how we will work with you.



Our Ofqual Regulated Professional Qualifications - SFJ Awards Level 3 Award & Level 4 Certificate and The Mini MBA for Senior & Executive Assistants can all be delivered in-house for your organisation.

Creating a Bespoke Development Programme for teams or groups of learners gives you the opportunity to match learning with your organisational outcomes.

We offer a wide range of development topics and will work with you to meet your requirements in terms of approach, delivery platform, duration, timing and budget.

## Bespoke Programme Opportunities

- Appraisals
- Assertiveness
- Challenging Conversations
- Coaching Development
- Commercial Awareness
- Communication and Working Relationships
- Dealing with Stressful Situations
- Decision Making
- Delegation
- Developing Self Confidence
- Effective Office Management
- Emotional Intelligence
- Establishing Outcomes
- Feedback for Development
- Finance for Non-Finance
- First Line Management
- First Time Supervisor
- Management and Leadership Styles
- Managing Poor Performance
- Managing Stakeholders
- Motivation
- Negotiating Skills
- Neuro Linguistic Programming (NLP)
- Performance Management
- Persuading and Influencing
- Presentations and Public Speaking
- Problem Solving
- Remote Management
- Setting Objectives
- Team Evolution
- Time Management

Get in contact to see how we can meet your specific needs

# Chilli Farm Team Development

The Chill Farm Team Building Day is the **go-to team development experience** for businesses that want to develop their people with activities far removed from anything you've ever done before.

Expect us to make your Chilli themed team development day unforgettable with challenging, yet fun activities that will build teamwork and leadership in your people.

With your teams having worked remotely for over 12 months, The Chilli Farm Team Building Day is a great way to welcome your team back together, away from the office with a day built around the needs of your business and most importantly, your people.

STEP

1

## DIAGNOSTIC CALL WITH YOUR ORGANISATION AND TEAM

Prior to your team building day, we have a diagnostics call with your organisation and team. We discuss: What's working well? What is not working so well? and what needs to be better? This means the day and overall experience is designed to meet your team outcomes. We'll tailor the day to focus on the key challenges your team is facing, with a range of fun exercises that will ultimately deliver the transformation and collaboration you are looking for.

STEP

2

## PREPARE THE STRUCTURE OF THE DAY

We'll create a personalised and tailored Programme outline for you and your team to meet your outcomes. This will be shared with your team and organisation for approval prior to the day itself. The Chilli Farm Team Building day is delivered at a delightful nursery in Bedfordshire. The farm has featured on numerous TV Programmes and owner Joanna has been named "Best Chilli Grower UK" on multiple occasions.

STEP

3

## THE TEAM BUILDING DAY ITSELF

Facilitator Malcolm Taylor will introduce and lead team building and developmental exercises based on your outcomes for the day. As a fully qualified coach and Neuro-Linguistic-Programming (NLP) Practitioner, Malcolm will lead exercises that will improve your team dynamics and meet your objectives and outcomes. With Malcolm's training and development knowledge and Joanna's Chilli knowledge, you'll have a team building experience like no other.

STEP

4

## FOLLOW-UP FROM THE DAY

A few weeks subsequent to your Chilli Farm Team Building day, Malcolm will follow up with your team and organisation to discuss how your learning and development has been put into practice. This follow-up can be virtual or in-house depending on your unique experience.

Your Excellency  
REIGNITING THE FIRE IN YOUR TEAMS

The tailored team development day built around your team



# Get In Contact!

Get in contact with the Your Excellency team to discuss how we can support your learning and development in 2021 and beyond.



Lindsay Taylor

[lindsay@yourexcellency.co.uk](mailto:lindsay@yourexcellency.co.uk)

+44 7930 194147

Connect with me on LinkedIn



Malcolm Taylor

[malcolm@yourexcellency.co.uk](mailto:malcolm@yourexcellency.co.uk)

+44 7824 619125

Connect with me on LinkedIn



See you in the Your Excellency Academy

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