



**RÉPUBLIQUE  
FRANÇAISE**

*Liberté  
Égalité  
Fraternité*



## Professional title: Assistant Secretary

Istres



Formation éligible  
au CPF



Formation réalisable  
en alternance

### The benefits of training

- learning activities based as closely as possible on the conditions of professional practice.
  - a personalised pathway at the heart of a group learning system.
  - validation throughout the support pathway based on and programmed according to the progress made by each individual.
  - preparation for the final professional simulation test thanks to numerous professional micro or macro simulations.
- Success rate: 100% out of 1 person sitting the exam  
Satisfaction rate: 100% out of 1 person who responded to our satisfaction survey  
Overall job integration rate: 100%  
Integration rate into the targeted profession : 100%  
Recommendation rate: 100% out of 1 person who responded to our satisfaction survey  
Study continuation rate: 0%  
Termination rate of apprenticeship contracts concluded: 0%  
Added value of the establishment: equipped computer rooms

## TRAINING

### OBJECTIVES

On completion of the course, the holder of this qualification will be able to provide administrative and logistical support to a line manager or a team, ensure the coordination and organisation of information, carry out the administrative monitoring of commercial functions or handle routine administrative files, participate in the administrative monitoring of staff by preparing and updating files, designing and distributing summary and/or communication documents.

He/she will be able to contribute independently to the management of specific files.

As the first point of contact for employees, but also for partners outside the company, he/she will contribute to the quality of the structure's communication. He/she will be able to assist teams by managing the reception of visitors and multi-channel contact flows. He/she will be able to respond to simple requests from an English-speaking interlocutor.

Within a sales department, he/she will be able to process customer orders or purchase requests and supplies, provide the interface between the company and its interlocutors, respond to requests for information and handle routine complaints, reconciling the satisfaction of the interlocutor and the interests of the company.

They will have acquired the ability to adapt to a wide variety of requests, which they will deal with efficiently by organising their time and using digital tools.

As Assistant Secretaries, they will be able to apply their skills in all types of organisations, whether private, public or associative.

### PROGRAMME

**Certificate of professional skills 1 :** assisting a team in communicating information and organising activities

Producing routine professional documents

Communicating information in writing

Ensuring the traceability and retention of information

Welcoming a visitor and passing on information orally

Planning and organising team activities

**Certificate of professional skills 2 :**

## VALIDATION

- Professional qualification from the Ministry of Labour Level 4 (Baccalauréat, BP, BT)  
+ d'informations sur cette certification (RNCP36804, libellé exact du diplôme, nom du certificateur, date d'enregistrement de la certification) en cliquant sur :  
<https://www.francecompetences.fr/recherche/rncp/36804/>

## WHO SHOULD ATTEND?

### AUDIENCE

All audiences

### PREREQUISITES

Year 11, 12 or equivalent .

## EDUCATIONAL ORGANISATION

### SESSION DATES

from 6 Oct 2025 to 6 Jul 2026

| **DIVERS FINANCEMENTS**

**APPRENTICESHIP**

### DURATION

Maximum total duration of 1,299 hours, including 642 hours in a company and 657 hours at the training centre. The duration of the course is indicative and will be determined according to your profile.

### WORKFORCE

12 people

## TEACHING METHODS, EQUIPMENT AND FOLLOW-UP

### Teaching method

- Fully classroom-based training

### Teaching methods

- Personalised course  
- Group lessons

### Equipment

- Resource centre  
- Room equipped with networked computer workstations  
- Unmarked room with video projector

### Monitoring and individualisation

Positioning upstream of training entry.

Taking into account beneficiary satisfaction during and at the end of training.

For beneficiaries with disabilities: possible adaptation of training and certification methods, support from the GRETA-CFA TH referent.

Interviews, remediation with the educational referent and/or company referent during the course.

In order to improve the quality of our service, you can send us your suggestions or complaints using the form available on our website.

## EXPERTISE OF PARTICIPANTS

Teachers certified by the French Ministry of Education, trainers with 3 years of higher education and significant experience in adult education, professional lecturers.

## ASSESSMENT AND CERTIFICATION PROCEDURES

Tests at the end of training (One-off assessment)

In-training assessments (ECF)

Professional portfolio

Interview with a professional jury

Possibility of validating one or more blocks of skills

In the event of partial validation of the certification, the period of validity of the modules obtained is : 5 years

## FINANCING

### RATE

Total price incl. VAT : 7227.00 euros

Hourly rate incl. VAT : 11.00 Hourly rate including VAT: euros 11.00

. This price is indicative and non-contractual. Depending on your status, this training course may be fully financed. Contact us.

## FINANCING

### Session from 06 October 2025 to 06 July 2026

Training on a sandwich course (apprenticeship or professional training contract).

Training eligible for the CPF.

This training on a sandwich course (apprenticeship or professional training contract) can be fully financed. It is also open to other audiences and may be covered by other partners/funders. Please contact us for more information.

## HOW DO I REGISTER?

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Positioning test and interview by appointment.

Depending on the funding body, training is available between 15 and 45 days before the start of the course. Please contact us for further information.

## AFTER THE COURSE

On completion of the course, you will be able to access the following jobs: secretary, administrative secretary, multi-skilled secretary, general secretary, administrative assistant, team assistant, company assistant. You will be able to work in all types of companies, private, public establishments, associations and in all sectors of activity.

In large companies, the activity is centred on the specific features of the department in which it is carried out. In an SME or VSE, greater versatility is required.

## AMENITIES

### Access for people with disabilities

Accessible to people with disabilities

### Transport

behind the police station  
near the village hall and bowling alley .

## PRACTICAL INFORMATION

### CONTACTS

OPHELIE SIMON - Assistant

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Lisa ROUBIEU - Chargée de Relations Entreprises  
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Laëtitia CAPEL - Conseillère en Formation Professionnelle  
T. 06 37 53 43 82 | laetitia.capel1@region-academique-paca.fr

Laetitia RUIZ - Disability Officer  
T. 04 42 40 56 70 | laetitia.ruiz1@ac-aix-marseille.fr

## PLACE OF TRAINING

Lycée Arthur Rimbaud | ZAC des Salles | 13800 Istres

## ORGANIZATION

### **GRETA-CFA Provence**

Headquarters : Lycée Vauvenargues 13625 Aix en Provence

Public reception Monday to Friday from 09.00 to 12.00 and from 14.00 to 17.00

Business registration number : 9313P000113