Essential Skills for HR Assistants: 1-Week Intensive Course

16 – 20 November 2026
Kigali (Rwanda)



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Ref: 321506_161643 **Date:** 16 – 20 November 2026 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

Why This Course

HR assistants play a vital role in ensuring that people processes run smoothly and efficiently. From supporting recruitment activities to maintaining accurate records and responding to employee queries, their contribution directly impacts the overall effectiveness of the HR function.

This intensive 1-week course is designed to equip HR Assistants with the practical skills, knowledge, and confidence required to perform their responsibilities with professionalism and accuracy. Through interactive sessions and realistic workplace scenarios, participants will strengthen their understanding of core HR operations and learn how to provide reliable day-to-day support across the organization.

What You'll Learn and Practice

By participating in this program, you will:

- Master fundamental HR processes and recognized best practices
- Strengthen communication and interpersonal skills essential for HR roles
- Learn how to manage employee data and maintain accurate, organized records
- Understand key compliance requirements and HR policy frameworks
- Gain hands-on experience in recruitment coordination and onboarding processes

The Program Flow

Day 1: Introduction to HR and Communication Skills

- Overview of HR functions and responsibilities
- Effective workplace communication in HR settings
- Active listening and demonstrating empathy
- Managing difficult or sensitive conversations

Day 2: Recruitment and Onboarding

- Fundamentals of recruitment processes
- Resume screening and interview coordination support
- Writing clear and effective job descriptions
- Best practices for structured onboarding



Day 3: HR Administration and Record-Keeping

- Managing and updating employee records accurately
- Introduction to HR Information Systems HRIS
- Data privacy, confidentiality, and documentation standards
- Organizing and maintaining compliant HR files

Day 4: Compliance and HR Policies

- Overview of employment laws and regulatory requirements
- Assisting in developing and updating HR policies
- Responding to employee policy-related inquiries
- Fundamentals of workplace health and safety

Day 5: Employee Relations and HR Support

- Introduction to performance management processes
- Handling employee grievances professionally
- Supporting employee engagement initiatives
- Basics of HR reporting and introductory analytics

Individual Impact

Participants will leave the program with:

- Increased confidence in handling core HR administrative tasks
- Stronger communication skills for interacting with employees and management
- Practical tools to support recruitment, onboarding, and record management
- A clear understanding of compliance responsibilities in HR operations

Organizational Impact

Organizations will benefit through:

- More efficient and accurate HR administrative processes
- Improved employee experience during recruitment and onboarding
- Stronger compliance with employment regulations and internal policies
- Enhanced support for employee relations and engagement initiatives

Training Methodology

This course emphasizes applied learning through:



- Interactive workshops and guided discussions
- Practical exercises and workplace simulations
- Real-world HR scenarios and case studies
- Ready-to-use templates and tools for immediate workplace application

Beyond the Course

Upon completion, participants will be equipped to:

- Support HR operations with greater efficiency and professionalism
- Contribute effectively to recruitment and onboarding activities
- Maintain organized, compliant, and confidential employee records
- Provide dependable HR support that strengthens overall organizational performance

Practical Deliverables

During the program, participants will develop:

- A comprehensive new hire onboarding checklist
- A structured template for maintaining accurate employee records
- A draft HR policy document
- An employee engagement survey ready for implementation

This course provides a solid, hands-on foundation for HR Assistants who are ready to grow their capabilities and add measurable value to their organizations.

