



## 9<sup>th</sup> World Administrators' Summit

12 AND 13 AUGUST 2015  
(Port Moresby, Papua New Guinea)

### WHAT HAPPENED AT THE SUMMIT?

#### 1. ADMINISTRATIVE PROFESSION — IS IT A PROFESSION?

Delegates discussed a number of points as follows:

##### (a) *Universal Position Titles — Part of being recognised as a Profession?*

The following points were made:

- i. To change the perception to administration as a profession engage young people — at student level, i.e. secondary and tertiary.
- ii. Engage with governments, HR institutions, qualifications institutions (i.e. colleges/TAFEs/technical institutions/universities etc), institutes of public administration, national training organisations.  
  
Have conversations with CEOs (Chief Executive Officers) and HR (Human Resource) directors.
- iii. A conversation is required with associations about job roles/job descriptions. Delegates discussed the differentiation between the meanings of the words *job roles* and *job descriptions*. Have a set number of job roles which would outline specific standards/expectations of tasks (i.e. combination of formal study/learnings/experience/training/competencies) — for example set roles to align with expected levels of knowledge/qualifications.
- iv. Job descriptions (which are within one's employment) could be matched to job roles.

We need to differentiate between a job role and job description —definitions provide a problem as the phrase "job role" is used interchangeably with "job description" meaning the same thing!

For the purposes of this discussion a definition needs to be agreed among all and the following is a starting point for comment:

*A "job role" is a general description of what a person does. A "job title" is a convenient name for a role. For example: At my last job, my role was to write code that helped us be sure that our product worked as well as we thought it did, and my job title was Business Administrator. This shows that the title does not always clearly state what the role does.*

A “**job description**” is a written statement of a specific job, within a specific organisation, based on the findings of a job analysis. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports. Job description usually forms the basis of job specification.

- v. Job roles — should be aligned with qualifications — not just a job.

For discussion are the following definitions. *Certification* and *qualification* are words that can be interchangeable and agreement must be reached as to what these words mean within this particular context for clarity and consistency.

**Qualification and certification** can mean the same in some countries. In some countries “qualifications” mean a title or attribute gained in education, through examination or by certification, certificate/testamur at the end of formal study. For others it means a set of competencies/experience/training/learnings at a specific level.

**Certification/Accreditation** in many countries is seen as a form of registration similar to that of nurses, teachers, accountants.

## 2. PROFESSIONAL DEVELOPMENT: IS IT ESSENTIAL FOR THE ROLE?

### (a) International Certification /Accreditation/Qualification

The Delegates held a detailed discussion about this topic and the following points were discussed:

- i. A mixture of qualifications and experience is required in business administration.
- ii. Categories/levels of certification/accreditation would be beneficially aligned to roles. There should be minimum qualification levels (certificates, diplomas, degrees) required for these roles.
- iii. Is certification/accreditation/qualification requirements for members only or everyone?
- iv. Develop an exchange programme.

Delegates agreed that a standard set of position/job roles be developed which would be a summary of the position/job title including levels of competencies, skills and knowledge.

## 3. INTERNATIONALISM FOR THE PROFESSION

### (a) Speaking as One Voice — Is there value in networking with other administrative professionals, affiliation with other countries?

Delegates were unanimous in that networking/affiliation is an important tool. It is about seeing how others do things, learn from each other, sharing best practices.

The question was asked — do we form a structure for this action? Delegates agreed that WASAC should continue, however, Delegates saw that WASAC would perhaps have an increase in responsibilities. Discussion took place on simplifying WASAC.

Delegates agreed that the World Administrators Summit Advisory Council should be renamed to the **Global Administrators Council (GAC)**. Discussion ensued on the current composition and it was agreed that this provided an excellent base to work from. Perhaps have representation on GAC from twelve (12) regions (1-3 from each):

Australia, Africa, Asia, Caribbean, Europe, Middle East, New Zealand, North America, Papua New Guinea, Russia, South America and United Kingdom.

**(b) Code of Conduct — Is there value in this?**

Delegates discussed the differentiation between a Code of Conduct and a Code of Ethics.

*A **code of conduct** is a set of rules outlining the social norms and rules and responsibilities of, or proper practices for, an individual, party or organisation. Related concepts include ethical, honour, moral **codes** and religious laws.*

*A **code of ethics** issued by a business is a particular kind of policy statement. A properly framed **code** is, in effect, a form of legislation within the company binding on its employees, with specific sanctions for violation of the **code**.*

**(c) World Summit Website**

The official World Administrators' Summit website is — [www.worldadministratorssummit.com](http://www.worldadministratorssummit.com).

The Website, Face Book — <https://www.facebook.com/pages/9th-World-Administrators-Summit/836994436377014> and Twitter will be the most valuable “marketing” tools the Summit can have and is the best way to maintain contact with all administrative professionals.

**4. FUTURE OF WORLD SUMMITS: SHOULD THEY CONTINUE? IF SO, WHAT SHOULD THE TIMING AND LOCATIONS BE?**

Delegates were unanimous in their belief that the World Administrators Summit should continue. There has been no change to the original intention:

*To bring together representatives from secretaries', administrative professionals' and management assistants' associations throughout the world for the purpose of sharing ideas and information, and establishing action plans to positively impact on issues and concerns facing the profession.*

Originally the World Summit was only for association leaders from all over the world. In 2000, a conference was held alongside the World Summit to enable administrative professionals to be part of the World Summit. Attendees at these conferences were called Participants and they did not have voting rights.

The following points were discussed:

- i. Delegates unanimously agreed that future World Administrators' Summits should be conducted as a separate meeting. If hosting countries wished to convene a conference, it should be a separate event that could be held at the same time. Delegates understood why a host country may wish to hold a conference at the same time due to purchasing/buying power, i.e. negotiations with accommodation etc.
- ii. Delegates unanimously agreed that it is imperative that communication is consistent and regular between World Summits.

- iii. Delegates discussed developing a scholarship programme to assist Delegates in attending World Summits. Delegates also discussed sponsorships/partnerships to assist with attendance.
- iv. Delegates agreed that future World Summits should be on a cost-only by Delegates.
- v. Delegates discussed and approved the following definition of a Delegate:

***Delegates***

Countries are invited to send up to three (3) official Delegates, for example from an Association, President, Vice-President and another authorised representative, to attend the World Summit. Delegates take part in the Summit, discussing and voting on those issues which are considered most important to the profession as a whole. All countries are invited to attend. If voting is required by Delegates, each country is entitled to one (1) vote.

**5. ADMINISTRA — REVIEW OF WORLD STRATEGIC PLAN**

Delegates reviewed the World Strategic Plan as follows:

**Goals**

1. **Encourage administrative professionals into professional development and career progression.**
2. **Connect world assistants so there is commonality in our uniqueness.**
3. **Establish the role of an administrative professional as a profession.**
4. **Ensure that the future of the *Global Administrative Professionals Summit* continues to be inspirational and sustainable.**

*So, this is what happened at the World Administrators' Summit — will you be at the next one?*

If you wish to discuss any points please do not hesitate to contact the following people: