


Level 1 Award | Business Administration

 www.elatt.org.uk/courses/business-administration-level-1-2

ADULT COURSES

 **8 - 12 Weeks**
DURATION

 **6 - 9 Hours**
HOURS PER WEEK

 **9.30am - 4.30pm**
DAYTIME HOURS

 **6.00pm - 9.00pm**
EVENING HOURS

 **Online**
ENVIRONMENT

What you will learn

Build essential foundations for working in an office environment:

- ▶ Understanding the role of business administration.
- ▶ Introduction to workplace communication.
- ▶ Handling business documents and records.
- ▶ Time management and organisational skills.
- ▶ Basic customer service and professional conduct.
- ▶ Hands-on exercises with real business documents.
- ▶ Role-playing for professional communication.
- ▶ Simulated office tasks like filing, scheduling, and handling enquiries.
- ▶ Group projects to enhance teamwork and problem-solving.

Entry Requirements

- ▶ This course is designed for beginners and does not require any prior qualifications.
A basic understanding of English and maths is beneficial but not mandatory, as support is available.

Level 1 Certificate | Business Administration

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ADULT COURSES

 **6 - 12 Weeks**
DURATION

 **6 Hours**
HOURS PER WEEK

 **9.30am - 4.30pm**
DAYTIME HOURS

 **6.00pm - 9.00pm**
EVENING HOURS

 **Online**
ENVIRONMENT

What you will learn

Develop practical admin and customer service skills through hands-on learning:

- ▶ Business admin principles and workplace procedures.
- ▶ Producing and managing business documents.
- ▶ Effective communication in a business environment.
- ▶ Using office equipment and software (e.g. Microsoft Word, Excel, Teams, Outlook).
- ▶ CRM tools and digital document management.
- ▶ Time management and organisational skills.
- ▶ Introduction to basic finance tasks (e.g. invoicing, petty cash).
- ▶ Customer service and workplace policies (e.g. health & safety, professional conduct).
- ▶ Hands-on exercises with business documents (e.g. spreadsheets, and office software).
- ▶ Simulated office tasks such as filing, scheduling, and processing information.
- ▶ Role-playing activities for professional communication and customer service.
- ▶ Group projects and problem-solving activities to enhance teamwork and decision-making skills.

Entry Requirements

- ▶ This course is designed for beginners and does not require any prior qualifications.
A basic understanding of English and maths is beneficial but not mandatory, as support is available.

Level 2 Certificate | Business Administration

 www.elatt.org.uk/courses/business-administration-level-1-2

ADULT COURSES

 **6 - 12 Weeks**
DURATION

 **6 - 12 Hours**
HOURS PER WEEK

 **9.30am - 4.30pm**
DAYTIME HOURS

 **6.00pm - 9.00pm**
EVENING HOURS

 **Online**
ENVIRONMENT

What you will learn

Gain advanced administrative and digital office skills:

- ▶ Understanding business functions and organisational roles.
- ▶ Producing and managing business documents professionally.
- ▶ Customer service and enquiry handling.
- ▶ Business communication (written, verbal, digital).
- ▶ Advanced administrative processes and procedures.
- ▶ Data management, confidentiality, and compliance (GDPR).
- ▶ Role plays and group tasks to build teamwork and decision-making skills.
- ▶ Real-world office simulations (e.g., processing invoices, scheduling meetings, organising records).
- ▶ Case studies and business problem-solving tasks.

Entry Requirements

- ▶ No formal qualifications are required. Learners should have basic literacy, numeracy, and IT skills. Prior experience in administration, customer service, or office work is beneficial but not essential. A strong motivation to develop practical workplace skills is important for success on the course.

Level 2 Diploma | Business Administration

 www.elatt.org.uk/courses/business-administration-level-1-2

ADULT COURSES



What you will learn

Prepare for real admin roles with job-ready, project-based learning:

- ▶ Business organisations and structures.
- ▶ Managing records, documents, and data security.
- ▶ Customer service and business communication (emails, reports, verbal).
- ▶ Financial tasks: invoicing, petty cash, managing schedules.
- ▶ Organising meetings, diary management, and scheduling tasks.
- ▶ Hands-on training with business documents and office software: databases, email systems, Microsoft Office.
- ▶ Health & Safety, GDPR, and workplace professionalism.
- ▶ Real-world simulations and workplace scenario projects, including responding to customer inquiries and managing records.
- ▶ Case studies and problem-solving activities for real-world business challenges.
- ▶ Role-playing exercises to develop confidence in customer service and professional communication.
- ▶ Upon completion, learners will be confident in using IT systems, managing office operations, and handling business communication effectively.

Entry Requirements

- ▶ No formal qualifications are required. Learners should have basic literacy, numeracy, and IT skills. Prior experience in administration, customer service, or office work is beneficial but not essential. A strong motivation to develop practical workplace skills is important for success on the course.

Level 3 Certificate | Business Administration

 www.elatt.org.uk/courses/business-administration-level-3

ADULT COURSES



What you will learn

Develop supervisory and leadership-level business administration skills:

- ▶ Business administration principles and organisational structures.
- ▶ Managing office systems, resources, and admin procedures.
- ▶ Professional communication: writing reports and delivering presentations.
- ▶ Leadership, teamwork, and conflict resolution.
- ▶ Planning and managing projects, including budgeting and resource allocation.
- ▶ Advanced customer service and dealing with challenging situations.
- ▶ Business document production, record-keeping, and compliance (GDPR, data protection).
- ▶ Using advanced office software (Microsoft Word, Excel, Teams, Outlook and more).
- ▶ Strategic decision-making, critical thinking, and policy development.

Practical learning:

- ▶ Case studies, simulations, and group tasks.
- ▶ Leadership role-plays and presentations.
- ▶ Hands-on IT and software training for business and project applications.
- ▶ Role-playing exercises in leadership, communication, and problem-solving.
- ▶ Presentation skills development with feedback and evaluation.
- ▶ Build skills for modern office and remote admin roles.

Upon completion, students will be confident in leading teams, managing projects, and making business decisions effectively.

Entry Requirements

- ▶ Learners should have a Level 2 qualification in business administration or relevant work experience. Strong communication, IT, and organisational skills are recommended. A willingness to develop leadership and strategic thinking abilities.

Level 3 Diploma | Business Administration

 www.elatt.org.uk/courses/business-administration-level-3

ADULT COURSES



What you will learn

Go deeper with full project-based learning to prepare for management-level roles:

- ▶ Advanced business admin principles and organisational efficiency.
- ▶ Leadership and management of teams and business functions.
- ▶ High-level business communication, including formal reports, presentations, and correspondence.
- ▶ Project management fundamentals, including planning, execution, and risk management.
- ▶ Business decision-making and negotiation skills.
- ▶ Customer relationship management (CRM) and business development.
- ▶ Governance and compliance: GDPR, health & safety, ethical business practices.
- ▶ Business software, databases, and resource management tools.

Hands-on components:

- ▶ Simulated business tasks (e.g. financial/resource allocation).
- ▶ Work-based projects and real-world scenarios.
- ▶ Strategic case studies and leadership role plays.
- ▶ Digital tools for planning, reporting, and managing teams.

The qualification is widely recognised by employers and can support career growth into management. Upon completion, students will be confident in leading teams, managing business operations, and making strategic decisions.

Entry Requirements

- ▶ Learners should have a Level 2 or Level 3 qualification in business administration or related fields. Alternatively, at least one year of administrative or office-based work experience is recommended.
- ▶ Strong communication, organisational, and IT skills are beneficial.