

Level 1 Award | Business Administration

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



8 - 12 Weeks
Duration



6 - 9 Hours
Hours per week



9.30am - 4.30pm
Daytime study



6.00pm - 9.00pm
Evening study



Online
Environment

Course Content

- ▶ **Using office equipment:** The aim of this unit is for the learners to develop the knowledge and skills to use office equipment in a business environment.
- ▶ **Welcome Visitors:** develop the learner's knowledge, skills and understanding of administrative tasks associated with welcoming visitors.
- ▶ **Handling Mail:** By the end of this unit you will know why it is important for a business to handle mail efficiently and securely and you will be able to deal with incoming and outgoing mail.

Requirements and Qualifications

Entry Requirements

- ▶ **English:** Level 1 (Functional Skills, GCSE, ESOL or equivalent)
- ▶ **IT:** Basic Skills
- ▶ Please bring your prior qualification certificates with you to your first Assessment meeting.
- ▶ If you don't have your certificates, we'll ask you to complete a short English and IT assessment so that we can make sure you're ready for this course. Find out more about the application process at elatt.org.uk/about/our-training

Awarding Body

- ▶ City & Guilds

Qualifications

- ▶ NVQ Award in Business and Administration Level 1

Level 1 Certificate | Business Administration

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6 - 12 Weeks
Duration



6 Hours
Hours per week



9.30am - 4.30pm
Daytime study



6.00pm - 9.00pm
Evening study



Online
Environment

Course Content

- ▶ **Working in business and administration:** The aim of this unit is to give the learners an overview of what working in business administration can be like. In particular understanding roles of those they are working with, how to carry out routine tasks and the appropriate way to present themselves.
- ▶ **Creating business documents:** The aim of this unit is to aid learners to develop the skills to identify and produce a variety of business documents.
- ▶ **Making and receiving calls:** This unit aims to develop the learner's knowledge, skills and understanding of administrative tasks associated with making and receiving telephone calls.
- ▶ **Developing self:** To introduce the learner to ways in which they can reflect on their own personal development and how their personal skills, abilities and behaviours can be improved.
- ▶ **Working as part of a group:** To introduce the learner to ways in which they can reflect on their own personal development and how their personal skills, abilities and behaviours can be improved.
- ▶ **Working towards goals:** To help the learner to understand how to identify and work towards goals appropriately working towards goals. Learner to prepare an action plan and review progress towards achieving goal.

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Requirements and Qualifications

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Awarding Body

- ▶ City & Guilds

Qualifications

- ▶ NVQ Certificate in Business and Administration Level 1

Level 2 Certificate | Business Administration

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



6 - 12 Weeks
Duration



6 - 12 Hours
Hours per week



9.30am - 4.30pm
Daytime study



6.00pm - 9.00pm
Evening study



Online
Environment

Course Content

- ▶ **Manage own performance in a business environment:** learn to manage and be accountable for your own work, showing commitment, high standards and taking part in appraisals and action planning
- ▶ **Improve own performance in a business environment:** identify ways to improve performance at work by encouraging feedback from others and setting your own learning goals
- ▶ **Work in a business environment:** learn how to behave in a business environment and contribute to work tasks to support diversity, security and confidentiality and efficiency
- ▶ **Communicate in a business environment:** communicate clearly and accurately in writing and speech, making sure you meet the needs of your audience
- ▶ **Solve business problems:** recognise problems in the way work is carried out, and work with others to agree and implement a solution
- ▶ **Use office equipment:** use a variety of office equipment following manufacturer and organisational guidelines, keeping equipment clean, reducing waste and dealing with errors
- ▶ **Word processing software:** gain confidence using Microsoft Word for a variety of business documentation

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Level 2 Certificate | Business Administration

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Requirements and Qualifications

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Awarding Body

- ▶ City & Guilds

Qualifications

- ▶ NVQ Certificate in Business and Administration Level 2

Level 2 Diploma | Business Administration

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



20 Weeks
Duration



12 Hours
Hours per week



9.30am - 4.30pm
Daytime study



Online
Environment

Course Content

- ▶ **Health and safety in a business environment:** Learners will understand health and safety responsibilities in a business environment.
- ▶ **Understand working in a customer service environment:** Upon completion of this unit, learners will have developed knowledge of the importance of customer service and an awareness of the factors affecting customer service. Learners will also know how to work in a customer service role and will know how to refer customer queries and problems to others.
- ▶ **Produce business documents:** Upon completion of this unit, learners will be able to prepare and distribute business documents.
- ▶ **Store and retrieve information:** Upon completion of this unit, learners will be able to gather, store and retrieve information using effective systems and procedures.
- ▶ **Produce minute of meetings:** Learners will be able to take notes of meetings and then produce minutes of meetings. Learners will understand the purpose and legal requirements of formal minutes.
- ▶ **Communication in a business environment:** learners will be able to produce written business communications and will be able to communicate verbally in business environments.
- ▶ **Principles of providing administrative services:** learners will have developed an understanding of the organisation and administration of meetings, the organisation of travel and accommodation, and the management of diary systems. Learners will also understand how to use office equipment and will understand the use of mail services in a business context.
- ▶ **Principles of business document production and information management:** learners will understand how to prepare and distribute business documents and will also understand how information is managed in business organisations.

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Level 2 Diploma | Business Administration

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- ▶ **Understand employer organisations:** learners will have developed an understanding of organisational structures and the organisational environment in the private, public and voluntary sector.
- ▶ **Manage personal performance and development:** Learners will be able to manage personal performance.
- ▶ **Develop working relationships with colleagues:** Learners will be able to maintain effective working relationships with colleagues and work collaboratively to resolve problems, outline the benefits of effective team working, learn how to provide constructive feedback and explain conflict management techniques.
- ▶ **Presentation software:** to produce effective presentations, which include a combination of media (eg images, animation and sound) for education, entertainment or information sharing.
- ▶ **Develop a presentation:** Learners will understand the principles underpinning the delivery of presentations and prepare a presentation.
- ▶ **Deliver a presentation:** Learners to deliver a presentation, respond to question in a way that meets the audience's needs and evaluate the effectiveness of a presentation.

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