

Certificate in...

Business Office Procedures

This course is designed to explore the range of skills, techniques and personal qualities needed in the modern business office. It is suitable for those candidates who wish to work in an office administration role.

Assessment will be by an externally set and marked test. This will comprise of short answer questions and some practical tasks. Integrated into the course will be the wider key skills of Improving Own Learning, Working With Others and Problem Solving.

Level I

Candidates will study:

The Modern Office

- Office Services
- Staff Roles
- Health and Safety

Systems and Procedures

- Handling Mail
- Stationery and Stock
- Purchase and Sale of Goods
- Petty Cash

Communication

- Different Methods of Communication

Filing

- Methods
- Rules
- Equipment and Storage

Office Support and Equipment

- Computers
- Photocopying
- Mailroom

Successful achievement will qualify for City & Guilds Level I Certificate in Office Procedures and Wider Key Skills at Level I

