



This course is designed to give you the chance to learn and develop personal skills, which will help you to move into appropriate employment or progress onto an apprenticeship within a Business & Administration, Customer Service or IT based role. This course is ideal for people who are able to complete work to a high standard and have an organised and methodical approach to tasks.

Description

On this course you will:

- Gain an understanding of an administrative role within a company
- Increase and develop IT skills and how to apply them to a work setting
- Improve your communication skills and understand different communication methods
- Demonstrate understanding of the skills needed for a business & administration role
- Create a portfolio of evidence using office-based tasks to demonstrate understanding of IT and business administration
- How to deliver efficient and reliable customer service
- How to dress appropriately for working in an office/customer environment
- How to deal with customer complaints

As well as:

- Improve personal and social development,
- Receive help with CVs, job applications, preparing for interviews and career planning
- Improve Maths, English and IT

What Next?

- Further study at Level 2
- Apprenticeship at Level 2
- Employment in an administrative role
- Move onto a Level 2 Apprenticeship
- Employment in the Retail and Customer Service Industry
- Further Education at Level 2

Careers could you go into

- Administrative Assistant/Administrator
- Receptionist
- Customer Service Advisor
- Bank/Building Society Customer Adviser
 - Customer Service Adviser
 - Customer Service Assistant/Manager
 - Retail Operative



Qualifications

Pathway 1 (Duration 12 Weeks)

During Pathway 1 on Business Administration and IT you will gain the following qualifications.

Award in Business Administration	Level 1	City and Guilds
Award in IT User Skills	Level 1	EDI
Certificate in IT User Skills	Level 1	EDI
Certificate in Employability and Personal Development	Entry Level 3	City and Guilds

Pathway 2 (Duration 12 Weeks)

During Pathway 2 on Business Administration you will gain:

Certificate in Business Administration	Level 1	City and Guilds
Award in Customer Service	Level 1	City and Guilds
Award in Employability and Personal Development	Level 1	City and Guilds
Certificate in Employability and Personal Development	Level 1	City and Guilds

