



Department
for Work &
Pensions



**WORK
SKILLS**

SKILLS FOR WORKING IN BUSINESS ADMINISTRATION: LEVEL 1

COURSE SUMMARY:

On this 12-week course, you will develop the knowledge, skills and confidence needed to begin a career in business administration. You will develop effective workplace skills, develop core knowledge needed to succeed in a business environment, and build a portfolio of evidence that demonstrates your learning. By the end of the course, you will achieve the nationally recognised NCFE Level 1 Certificate in Business Administration, providing a solid foundation for further study, apprenticeships or employment within the sector.

ENTRY REQUIREMENTS:

- No previous business administration qualifications are required
- Ability to work at Entry Level 3 English to support portfolio completion
- Basic computer skills and confidence using digital devices



AWARD:
NCFE Level
1 Certificate
in Business
Administration

WHAT WILL YOU DO ON THIS COURSE?

During this course, you will build a portfolio of evidence while developing the knowledge and practical skills needed to work in a business administration role. Some of the areas you will cover include:

Principles of Business Administration

- ✓ **Explore the** key functions of business administration and how organisations operate
- ✓ **Understand workplace** procedures, professional standards and administrative responsibilities
- ✓ **Develop the** knowledge needed to work effectively in an administrative role.

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**REALISE
FUTURE=S**

Enhancing people's lives

THE GATEWAY TO LEARNING IN YOUR COMMUNITY





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CONTINUED...

Deal With Customer Queries, Requests and Problems

- ✓ **Learn how** to respond professionally to customer enquiries and requests
- ✓ **Develop problem-solving** skills to resolve customer issues effectively
- ✓ **Build confidence** in delivering excellent customer service and maintaining positive customer relationships

Produce Business Documents

- ✓ **Create professional** business documents using a range of digital tools
- ✓ **Understand different** document formats and their purpose within a business environment
- ✓ **Develop accuracy**, attention to detail and presentation skills when producing workplace documents

PROGRESSION FROM THIS COURSE:

- Skills for Working in Business Administration: Level 2
- Business Administration Apprenticeships

Employment opportunities could include:

- Administrative Assistant
- Office Assistant
- Receptionist
- Customer Service Administrator
- Business Support Assistant



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