



Department
for Work &
Pensions



**WORK
SKILLS**

SKILLS FOR WORKING IN BUSINESS ADMINISTRATION

COURSE SUMMARY:

On this 13-week course you will learn the essential skills required to start a career in business and administration, as well as acquiring a range of transferable skills which apply in other sectors, such as retail. You will complete various units including digital marketing, customer service skills and communication skills for work. On completion, you will achieve a Level 1 Certificate in Business & Retail.

ENTRY REQUIREMENTS:

- Ability to follow written instruction (entry level 3 literacy)
- Currently working at or have Entry Level 3 IT Skills
- Attended the 'Introduction to Skills for Working as a Business Administrator' workshop.



AWARD:
NCFE Level 1

WHAT WILL YOU DO ON THIS COURSE?

During this course, you will be building a portfolio of evidence covering various areas of Business, Administration and Retail. Some of those areas that you will cover are as follows:

Customer Service Skills

- ✓ **Explore what** good customer service looks like and the consequences of not providing it
- ✓ **Respond to** real-life customer queries in a Realise Futures Learning Centre to practice your own customer service skills
- ✓ **Practice** completing various customer service-based tasks in a real-life office environment

PROGRESSION FROM THIS COURSE:

- Retail (Level 1)
- Digital Skills for the Office (Level 1)
- Skills for Working in Business and Administration: Level 2
- SAGE Essentials: Safe and simple Accounting

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**REALISE
FUTURES**

Enhancing people's lives

THE GATEWAY TO LEARNING IN YOUR COMMUNITY



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SKILLS FOR WORKING AS A BUSINESS ADMINISTRATOR

CONTINUED...

Working in Business & Retail

- ✓ **Explore job** roles for specific business and retail positions
- ✓ **Identify the** key working practices in business and retail
- ✓ **Begin to** plan your own future journey into a business or retail job

Digital Marketing

- ✓ **Explore how** to prepare a product for digital marketing, including selecting images and writing a product description
- ✓ **Look into** why social media sites are used to promote products and the benefits of doing so
- ✓ **How to** prepare a promotional email to be sent out to customers
- ✓ **Hear from** a guest speaker working directly within digital marketing

HEAR WHAT OTHER LEARNERS HAVE SAID ABOUT THE COURSE....

- “ I really enjoyed my time on the course. Not only has it helped with in the subject, it has also been a nice group ”
- “ I have used my skills applying for jobs ”
- “ I will use the formal qualification for future job applications ”
- “ Because of what i have learned and experienced on this course I have improved my chances of getting a job or getting a better job ”
- “ This course has made me more confident about myself ”



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