



Department
for Work &
Pensions



**WORK
SKILLS**

SKILLS FOR WORKING IN BUSINESS ADMINISTRATION: LEVEL 2

COURSE SUMMARY:

On this course, you will develop your business administration skills and gain a deeper understanding of how professional organisations operate. Through practical activities and portfolio-based assessment, you will strengthen your communication, teamwork and administrative skills while gaining a nationally recognised qualification at Level 2. Successful completion of the course will support progression into employment, apprenticeships or further study at Level 3, helping you take your next step in business administration.

ENTRY REQUIREMENTS:

- A Level 1 Business Administration qualification or equivalent experience
- English skills at Level 1 or above to support portfolio completion
- Access to and confidence using a computer, including Microsoft Teams where required
- Commitment to completing a portfolio of evidence and attending at least 80% of sessions



AWARD:
NCFE Level
2 Certificate
in Principles
of Business
Administration

WHAT WILL YOU DO ON THIS COURSE?

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

Understand Communication in a Business Environment

✓ Explore different methods of communication used within organisations

✓ Develop effective verbal and written communication skills for professional settings

✓ Understand how communication supports teamwork, customer service and business success

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FUTURE=S**

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THE GATEWAY TO LEARNING IN YOUR COMMUNITY



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CONTINUED...

Principles of Providing Administrative Services

- ✓ **Develop an** understanding of administrative systems, procedures and office processes
- ✓ **Learn how** to manage information, maintain records and support business operations
- ✓ **Explore the** role of administration in ensuring organisations run efficiently

Understand How to Develop Working Relationships With Colleagues

- ✓ **Learn how** to build positive and professional working relationships
- ✓ **Develop teamwork** and collaboration skills when working with others
- ✓ **Understand the** importance of respect, professionalism and effective interpersonal skills in the workplace

PROGRESSION FROM THIS COURSE:

- Level 3 Business Administrator Apprenticeships
- Level 3 Diplomas in Business, Leadership and Management, HR or Customer Service Specialisms

Employment opportunities could include:

- Administrative Assistant
- Office Assistant
- Receptionist
- Customer Service Advisor
- Case Administrator
- Business Support Officer
- HR Assistant



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