

Students will have the unique opportunity to gain practical skills through our NVQ accredited Vocational Qualifications in Customer Service and Business Administration.

They will also develop employability skills to equip them for their future careers which will enable them to progress to further education if they wish to do so.

B. BUSINESS ADMINISTRATION

Business and Administration Level 1 Award NVQ

This qualification is a bite-size competence-based qualification. It focuses on the basic tasks involved in working in an office. It is aimed at students who are new to the business environment. Students can progress to the Level 1 Certificate, or the Level 2 Award. The Course content includes;

- Work in a Business environment
- Work with other people in a business environment
- Communicate in a Business environment
- Make and receive telephone calls
- Assist in handling mail
- Use a filing system

Business and Administration Level 1 Certificate NVQ

This qualification provides evidence of competence in working in an office environment. Students can choose optional units from a range of areas including customer service, communications and IT. The course content includes;

- Manage own performance in a business environment
- Improve own performance in a business environment
- Work in a business environment
- Solve business problems
- Communicate in a business environment

Business and Administration Level 2 Certificate NVQ

This qualification provides evidence of competence of being in a supporting role in an office environment. Optional units provide opportunity to show understanding and skills in a variety of areas, including basic finance, IT and contributing to events. Students can progress to the Level 2 Diploma, or to a Level 3 qualification. The course content includes;

- Use electronic message systems
- Take minutes

- Use dairy systems
- Handle mail
- Provide reception services
- Produce documents in a business environment
- Prepare text from recorded audio instruction
- Support organisation of an event
- Research Information
- Organise and report data