

Level 1 | Business Administration

 www.elatt.org.uk/courses/business-administration



Up to 6 months
Duration



1.5 - 2 Days
Days per week



9.30am - 4.30am
Hours



Classroom
Environment

Course Content

Mandatory Units

- ▶ Improving productivity using IT

Optional Units

- ▶ Manage own performance in a business environment
- ▶ Improve own performance in a business environment
- ▶ Work in a business environment
- ▶ Communicate in a business environment
- ▶ Make and receive telephone calls
- ▶ Assist in handling mail
- ▶ Use a filing system
- ▶ Archive information
- ▶ Use office equipment
- ▶ Meet and welcome visitors

Qualifications, Requirements and Progression

Entry Requirements

- ▶ Literacy - Entry Level 3

Qualifications

- ▶ City and Guilds NVQ Award/Certificate in Business and Administration - Level 1

Progression Options

- ▶ Website Design and Development - Level 1
- ▶ Computer Engineering - Level 1
- ▶ Business Administration - Level 2

Level 2 | Business Administration

 www.elatt.org.uk/courses/business-administration



6 - 9 Months
Duration



1.5 - 2 Days
Days per week



9.30am - 4.30am
Hours



Classroom
Environment

Course Content

Mandatory Units

- ▶ Communication in a business environment
- ▶ Principles of providing administrative services
- ▶ Principles of business document production and information management
- ▶ Understand employer organisations
- ▶ Manage personal performance and development
- ▶ Develop working relationships with colleagues

Optional Units

- ▶ Health and safety in a business
- ▶ Use a telephone and voicemail system
- ▶ Produce business documents
- ▶ Provide reception services
- ▶ Use and maintain office equipment
- ▶ Develop a presentation
- ▶ Deliver a presentation
- ▶ Spreadsheet Software
- ▶ Using email
- ▶ Presentation Software
- ▶ Word Processing Software
- ▶ Understand working in a customer service environment
- ▶ Principles of customer relationships

Qualifications, Requirements and Progression

Entry Requirements

- ▶ Literacy - Level 1

Qualifications

- ▶ City and Guilds NVQ Diploma in Business and Administration - Level 2

Progression Options

- ▶ Business Administration - Level 3

Level 3 | Business Administration

 www.elatt.org.uk/courses/business-administration



9 - 12 Months
Duration



1.5 - 2 Days
Days per week



9.30am - 4.30am
Hours



Classroom
Environment

Course Content

Mandatory Units

- ▶ Communicate in a business environment
- ▶ Principles of business communication and information
- ▶ Principles of administration
- ▶ Principles of business
- ▶ Manage personal performance and development

Optional Units

- ▶ Produce business documents
- ▶ Store and retrieve information
- ▶ Develop a presentation
- ▶ Deliver a presentation
- ▶ Create bespoke business documents
- ▶ Presentation Software
- ▶ Word Processing Software
- ▶ Understand the customer service environment

Qualifications, Requirements and Progression

Entry Requirements

- ▶ Literacy - Level 1
- ▶ NVQ in Business and Administration - Level 2

Qualifications

- ▶ City and Guilds NVQ Diploma in Business and Administration - Level 3

Progression Options

- ▶ Employment Pathways / University