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 - 4.30pm
Morning Hours

6.00pm - 9.00pm
Evening Hours

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

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Level 2 | Business Administration

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

6 - 9 Months
Duration

1.5 - 2 Days
Days per week

9.30am - 4.30pm
Morning Hours

6.00pm - 9.00pm
Evening Hours

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

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Level 3 | Business Administration

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

9 - 12 Months
Duration

1 - 2 Days
Days per week

9.30am - 4.30pm
Morning Hours

6.00pm - 9.00pm
Evening Hours

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

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