



Business Administration

Course Outline

Overview Business Administration

Are you starting out in a new job and want to learn how to carry out basic administrative tasks? Or perhaps you want to develop your skills to implement and monitor administrative procedures and systems or move into a management role. These courses should help you move towards these goals.

Level 1

You will learn...

- ▶ Communicating in a business environment
- ▶ Using office equipment
- ▶ Using a filing system
- ▶ Making and receiving telephone calls
- ▶ Using e-mail and more...

Upon completion...

You will have attained an accredited QCF qualification and the ability to apply the knowledge gained from the course to your work.

Level 2

You will learn...

- ▶ Principles of providing administrative services
- ▶ Understand working in a customer service environment
- ▶ Develop working relationships with colleagues and more...

Upon completion...

You should be able to work as a general administrator in an office environment. You'll also have the required skills to generate professional documents and files using Microsoft Office programs.

Level 3

You will learn...

- ▶ Principles of business communication and information
- ▶ Principles of administration
- ▶ Principles of business
- ▶ Principles of leadership and management and more...

Upon completion...

You should be able to work as a senior administrator in an office environment. You'll also have the required skills to generate advanced documents and files using Microsoft Office programs.

Level 1 | Business Administration

Overview



Up to 6 Months
Duration



9.30-3.30
Hours



1.5 / 2 Days
Day-per-week



Classroom
Environment

What you will need to get started...

- ▶ English Entry Level 3

Qualifications you will receive upon completion...

- ▶ NCFE Level 1 Award/Certificate in Business and Administration

What you will study...

- ▶ 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

Other skills you will learn along the way...

- ▶ Communication (English/literacy)
- ▶ Working with others
- ▶ Problem solving
- ▶ Employability
- ▶ Organisation and planning

Level 2 | Business Administration

Overview



6-9 Months
Duration



9.30-3.30
Hours



1.5 / 2 Days
Day-per-week



Classroom
Environment

What you will need to get started...

- ▶ English Level 1

Qualifications you will receive upon completion...

- ▶ NCFE Level 2 Diploma in Business and Administration

What you will study...

- ▶ Health and safety in a business
- ▶ Use a telephone and voicemail system
- ▶ 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
- ▶ 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

Other skills you will learn along the way...

- ▶ Communication (English/literacy)
- ▶ Working with others
- ▶ Problem solving
- ▶ Employability
- ▶ Organisation and planning

Level 3 | Business Administration

Overview



9-12 Months
Duration



9.30-3.30
Hours



1.5 / 2 Days
Day-per-week



Classroom
Environment

What you will need to get started...

- ▶ Level 2 in Business and Administration
- ▶ English Level 1

Qualifications you will receive upon completion...

- ▶ NCFE Level 3 Diploma in Business and Administration

What you will study...

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

Other skills you will learn along the way...

- ▶ Communication (English/literacy)
- ▶ Working with others
- ▶ Problem solving
- ▶ Employability
- ▶ Organisation and planning

INFORMATION, ADVICE AND GUIDANCE (IAG)

IAG is confidential and impartial to ensure that all learners are offered the best support and the most suitable course.

MI ComputSolutions is also committed to Equality, Diversity & Inclusion, Safeguarding, Health & Safety, and Data Protection policies.

FEES for 2018/2019 (please see chart & notes below): Category:	Type	Exam & Registration	Tuition	TOTAL
16-18 years olds (under 19 on 31 st August 2018)	A	Free	Free	Free
UK residents* - first Full level 3 aged 19-23	B	£335	Free	£335
UK residents* - aged 19+ if eligible for Advanced Learner Loan	C	£335	£2,547	£2,882
UK residents* No Funding available (Self-Funded)	D	£335	£2,547	£2,882

- Fees are non-refundable (unless MI ComputSolutions closes or changes the course)
- Payment in instalments may be negotiated with Course Advisors
- *Places may be subject to eligibility such as UK residency
- MI ComputSolutions reserves the right to close or change any courses
- Qualification awards are subject to successful completion of the course

Opening Times:

Monday – Friday 9:00am – 5:00pm

Contact Details

Bookings can be made by contacting the Course Information Centre: **020 7501 6450** and then extension **301** or **201**.

Web: www.micomputsolutions.co.uk

Email: training@micomputsolutions.co.uk

Department: Pre - Employment Team

You can also visit the Brixton Branch (Head office) or Deptford Branch, which are both open.

Main Office
MI Skills Development Centre
The Queen
47a Bellefields Road Brixton
SW9 9UH

Tel: 0207 501 6450 ext: 301

Deptford Office
MI Skills Development Centre
19 Wilshaw Street
London
SE14 6TN

Tel: 0208 694 5721 ext: 201

