



Administration is a fundamental part of commercial operations, the backbone of any business. Without a clear understanding of benchmarked business administration processes, how can you be sure they are running as an efficient support function?

This qualification will **improve communication and IT proficiency**, supporting every day vital functions within the rest of the business.

These courses are fully funded via the European Social Fund (ESF), for anyone with 3 years+ EU residency and the right to work in the UK.

### **Who are these courses for?**

People employed in administrative roles, for example **administrative assistants** or **team administrators**, who need to develop or consolidate their skills. It's ideal for those interested in progression to management roles.

### **What is on offer?**

You can choose to complete either Bundle 1 or 2.

If needed, Functional Skills courses (maths and/or English) can also be fully funded.

### **Bundle 1 - Full Level 2 Diploma**

- 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
- Collate and report data
- Store and retrieve information
- Use and maintain office equipment
- Employee rights and responsibilities
- Health and safety in a business environment
- Using email
- Deliver customer service

### **Bundle 2 - Select a minimum of four units**

- Communication in a business environment
- Develop working relationships with colleagues
- Produce business documents
- Collate and report data
- Store and retrieve information
- Use and maintain office equipment
- Using email
- Deliver customer service