

Business Skills- Introduction to Business Admin/Customer service



Course overview

If you are preparing to enter the job market or returning to work after a break and not quite sure which career path you would like to pursue, then this could be for you!

Every organisation, large and small needs business administration tasks and customer service. If you enjoy working and dealing with people, love communicating, like a varied work environment, where no two days are the same and want to learn and develop a wide range of skills, then this may be for you. Business administration and customer service covers a wide scope of industries and roles and this introduction course will help you to discover if this is the right path for you.

This introduction course is a pre-requisite to the main accredited courses and will provide you with an insight into what working in business administration/customer service means, as well as assessing your functional skills levels and introducing you to the college learning systems.

What will I study?

You will:

Be inducted into The Adult College of Barking and Dagenham and be introduced to our on-line learning system – so that you can access classwork/assignments from home.

Discover the types of business administration and customer service roles.

Learn why good customer service is important to any organisation.

Learn the various types of organisations.

Be assessed on your functional skills levels to determine progression.

Assessment method

Throughout the course you will receive feedback from your tutor. You will be assessed using various assessment methods, including online and paper-based assessments, individual and group work. You will also learn the skills to self-reflect and evaluate your progress.

Entry requirements

There are no formal entry requirements.

What should I bring with me?

You will need to take notes so bring along your preferred tools such as pen and paper or an electronic device.

Key information

Where possible this course will take place on site with social distancing measures in place. In the event of a lockdown, the course will take place online via MS Teams.

Possible next steps

Following the successful completion of this course, you will be supported to enrol on to the most suitable course for you. This may include Business Administration Level 1 Certificate, Digital Skills or Employability courses.

Contact us

Our friendly staff can give you further advice and support.



email: adultcollegeenquiries@lbbd.gov.uk



call: 020 8270 4722