

Business Administration Level 1 Certificate

Course overview

This qualification is designed to provide you with the knowledge and skills to work successfully in a business administrator/customer Service role. You will develop skills in a range of areas relevant to business administration and customer service

You will develop skills in a range of areas relevant to business administration/customer service roles, such as communication, presentation skills and providing administrative support and basic digital skills.

You will develop the skills and qualities valued in employees by employers and help you to understand and work on their strengths and weaknesses as a business administrator.

What will I study?

You will:

- Personal presentation & characteristics
- Communication skills including face to face, electronic and written
- Presentation skills
- Providing admin support
- What makes a great team player?
- Taking the initiative
- Principles of business communication
- Health and safety in a business environment
- Principles of business administration
- Principle of personal performance and development
- Principles of working in a business environment
- Work with others in a business environment
- Meet and welcome visitors in a business environment
- Use office equipment
- Communication in a business environment
- Produce business documents
- Using email
- Store and retrieve information

Assessment method

Throughout the course you will receive feedback from your tutor. You will be assessed using various assessment methods, including your portfolio of evidence (which will be assessed by the accrediting organisation, on-line and paper-based assessments, individual and group work. You will also learn the skills to self reflect and evaluate your progress.

Entry requirements

Success and completion of the Business Admin Introduction course and be working at Entry 3 or above in English, math and ICT. You will sit assessments as part of the Business Admin Introduction course.

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 the course you will be supported to enrol onto the most appropriate course for you, which can include Business Administration at Level 2, and Employability courses. Upon achievement of the level 1, learners can progress in various job roles such as:

- Customer Service Assistant

- Office Assistant
- Junior Administration Assistant

Contact us

Our friendly staff can give you further advice and support.



email: adultcollegeenquiries@lbbd.gov.uk



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