

Business skills

Programme overview

Business Skills cover a wide range of knowledge and techniques which will help you to prepare for working in an office/retail environment within a wide variety of sectors.

Prepare for modern working practices in Marketing, Customer Service, Human Resources, Digital skills, Communication Skills and Retail.

Our courses will provide you with skills and knowledge to help develop interpersonal, written, and verbal communication skills, as well as introduction to using Microsoft packages.

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Our Programme offer

Introduction courses– this short course, inducts learners into The Adult College, providing key information about the college, policies and procedures. We also complete a skills assessment and quick scan assessment, to ascertain any learning support which may be needed. On completion of this course, you will progress to your next steps – this will be dependent on results of skills assessment.

E3 Award in Business and Retail – Your skills level needs to be at least E2 to join this course. This course takes you through basic skills required for working within any modern business environment. You will develop range of skills which will suit many job roles. E.g. Digital skills, planning, communication skills, retail.

Level 1 Certificate in Business and Retail – your skills level needs to be at least E3 to join this course or you have completed E3 Certificate in business. This course provides a progression from E3, you will further develop you skills to include customer service, conduct at work, Health & safety, customer service in a retail setting amongst others.

Additional workshops available

- Employability
- Establishing Professional Boundaries
- Digital Skills
- PowerPoint Presentations
- Microsoft Packages

What will I study?

E3 Award in Business and Retail – Communication skills for work, Working in Business and Retail.

Level 1 Certificate in Business and Retail – Communication skills for work, working in business and retail, conduct at work, creating business documents, digital skills for work, health and safety in the workplace, understanding customer service in retail sector, Customer service, supporting business meetings, Career planning, applying for a job, numeracy skills for work, searching for a job.

Assessment method

Depending on the level of course you are enrolled onto, you will be assessed by a variety of methods; completion of short assignments or tasks, observation of practice, Question and Answer, completion of multiple choice questions. Some courses are formal qualifications and as such you will be required to meet the criteria set down by the awarding body. Your tutors will advise you of this at the start of your course.

Throughout your course you will receive ongoing IAG (initial advice and guidance) and progression advice.

Entry requirements

Please check specific entry requirements for the course or workshop you are looking to enrol onto.

What should I bring with me?

Learners should always bring a notebook and pen/pencil to write notes.

All classes are delivered face to face and learners will use the college computers to access online platforms.

If your course is fully online, you will need to have access to a lap-top and internet connections.

Key information

Code	Date	Time	Location	Full Price	Concession Price
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Possible next steps

Following the successful completion of this course, you, or provided with advise and guidance for your next



you will be supported to enrol on to the most suitable level course for steps.

Contact us

Our friendly staff can give you further advice and support.



email: adultcollegeenquiries@lbbd.gov.uk

call: 020 8270 4722