Principles of Business Administration

This FREE Level 2 on-line qualification will give the underpinning knowledge that is required to successfully work in a range of different environments in a business administration role. Develop essential knowledge of how to carry out administrative tasks such as how to manage information and supporting events. Also learn how to apply the knowledge in a variety of industries and job roles. On successful completion you will receive an E-certificate.

Unit 1: Principles of providing administrative services

This unit will develop knowledge on a range of administrative support tasks as well as meeting types, different mail services and how to organise travel and accommodation. This unit also covers the impact of delivering poor customer service.

Unit 2: Principles of business document production and information management

This unit will provide an understanding of how to prepare and distribute business documents and identify how information is managed in business organisations.

Unit 3: Understand communication in a business environment

This unit looks at the skills of written and verbal business communication, including identifying appropriate body language and tone of voice when communicating verbally.

Unit 4: Understand employer organisations

This unit will provide an understanding of different organisational structures and the differences between private, public and voluntary sectors. It also covers the internal and external influences on organisations and why change in the business environment is important.

Unit 5: Understand how to develop working relationships with colleagues

This unit covers the principles of effective team working, as well as what is expected of a 'buddy'.

Unit 6: Understand how to carry out business administration tasks

This unit will provide the knowledge of how to deal with incoming and outgoing mail, reception services, diary systems management, event organisation and systems for financing administration roles. There will be an opportunity to apply this in a current or potential future workplace.

Unit 7: Understand how to prepare text

Gain an understanding of how to create text from recorded notes as well as knowledge of organisational procedures for storing confidential information.

Approximate Course Duration – 8 -12 weeks (based on an average of 10-15 hours of self study per week)

This qualification can be completed on either a desk top or mobile phone. There are no specific software

requirements needed apart from a stable internet connection.

Entry Requirements

This course is aimed at those 19 years (as at 31st of the academic year you are applying for) and over.

When applying for one of our free courses you will be asked to supply a copy of your ID, which can be either a passport, driving licence, birth certificate or national identity card. If you were born outside the EU, you must have proof of residency status and you will need to provide a copy for our records. If you have declared you are in receipt of benefits or low wage you will also need to provide us with evidence of this.

Please note whilst there is no limit to the number of free courses you can complete, you can only study one free course at a time.

In some instances fully funded applications are subject to postcode eligibility or prior attainment.

What's Next

Your Options

	Start Date	End Date	Course Level
Principles of Business Administration (Part Time)			
Online	01/08/24	31/07/25	2

Apply now at www.gloscol.ac.uk or call 0345 155 2020