Level 1 Business Administration

M263003F

This level 1 qualification has been designed to meet the needs of adult learners who are either seeking employment or are already working in administrative support roles in an office environment. This qualification provides a basic understanding of routine operations found in many organisations in the public, private and voluntary sectors.

The aim of this course is to help you to gain individual units to achieve a nationally recognised Level 1 Award in Business and Administration, certified by City & Guilds.

PLEASE NOTE THIS COURSE RUNS ON A MONDAY AND THURSDAY

Start Date:	18 January 2027
Start Time:	09:45
Lessons:	8
Weeks:	4
Hours:	40.00

Venue

Medway Learning and Skills Hub
Unit 2
Britton Farm Street
ME7 1GX

What will I learn on this course?

You will cover the following units in your C&G Leve1 Business Administration qualification:
You will:
1. Gain an overview of working in business and administration. This unit gives an overview of what working in business administration can be like. In particular, understanding the roles of those they work with, how to carry out routine tasks and the appropriate way to present themselves.
a. Understand and describe different activities carried out by administrators and how their work helps a team achieve its goals.
b. Be able to carry out routine tasks by following instructions and using equipment.
c. Be able to dress appropriately and adopt a positive manner.
d. Be able to organise work effectively using calendars / check lists and prioritising.
e. To know the importance of confidentiality and be able to give examples.
2. Creating business documents. Learners use their skills to identify and produce a variety of business documents, mostly using a word processor.
a. Identify different types of business documents and understand their uses, including templates.
b. Know why it is important to use the right communication style, giving examples of formal / informal documents and the use of 'house style'.
c. Produce a wide variety of business documents, checking layout and spelling.
3. Using office equipment. This unit allows learners to develop the knowledge and skills to use office equipment in a business environment.
a. Be able to select the correct equipment for tasks from the range available, including: computer, colour printer, black only printer, photocopier, scanner, shredder, laminator, franking machine, telephone.
b. While using the equipment, learners must be aware of how the equipment works, health & safety procedures, and ways of avoiding wasting resources

Is this course suitable for me?

You will need to have English at a minimum of Entry level 3, and a good background knowledge of computers. You wish to progress or develop your skill within an office environment. You will also need good IT skills. You need to know how to use Word, email and the internet. If you are interested in developing your IT skills further, we have a number of Digital Skills courses available that may help.

Is there anything I need to know about this course?

This course assumes you already have reasonable abilities using a word processor, emails and typing. All learners must first attend a pre-course meeting, where they will meet the tutors and find out more about the MAE Work Skills programme and how we can best support each individual's needs. Learners will also take part in a short assessment which will identify the qualification level or course that they will work towards.
There are no exams as such, but you will need to complete a portfolio of evidence to demonstrate your acquired skills. This is completed during the lessons. Bring a folder, notebook and a pen to make personal study notes, and an electronic copy of your CV as this will be updated.

You will also have the opportunity to work on some budget planning in the first week of the course

What could I go on to do after this course?

You may wish to take another related qualification to enhance your skills and employability for Administration roles: - Level 2 Certificate in Principles of Business Administration, e -learning Or undertake one of the following courses:- Digital Skills - Microsoft Excel 1

Specialist advice is available from your tutor to help you identify the best course for you. Achieving this qualification can help you work as an admin assistant, receptionist, secretary or personal assistant.
If you wish to explore your learning, work or career options, you can speak to a fully trained careers advisor on 0800 100 900. https://nationalcareersservice.direct.gov.uk

If you need further advice please telephone 01634 338400

Attendance Policy

In order to get the most out of your course you will need to attend as many sessions as possible. We recommend at least 90%. If you do have a holiday booked during term time please let the tutor know in advance so that we can help you catch up on missed sessions and ensure that you still achieve the course outcomes. If you are unavoidably ill or unable to attend please contact 01634 338400 so that we can let your tutor know, and so they can send you any work you may have missed

How are digital skills used and enhanced?

IT/ Digital skills are fully embedded within the course.

Health and Safety

We try to make sure your class is as safe as possible. If you are worried about anything, please talk to your tutor or our Safeguarding Officer.