

# ADMINISTRATION

**EVERY ORGANISATION, LARGE OR SMALL, NEEDS EFFECTIVE ADMINISTRATION.**

Roles in this sector range from managers, who devise policies and make decisions, to clerical workers, who collect, store, interpret and distribute information. Jobs may involve supervising colleagues or dealing with clients, members of the public and representatives of other organisations, either face to face or on the telephone.

Most employees in this sector are based in offices. Workers may spend all or part of their time sitting at a desk using a computer and a telephone. Many jobs involve travel to other premises for site visits, meetings and conferences.

Work environments vary from modern purpose-built open plan offices to small rooms attached to busy factories and transport depots, and from high-rise city centre office blocks to isolated farms in rural areas. Full-time workers usually work 37 hours a week, Monday to Friday although an increasing number of employers operate outside these hours. Part-time work and job share are available in many roles.

Our administration suite houses the range of current office equipment used in the sector today, including the latest digital audio equipment.

For further information on careers in Administration visit: [www.aimhigherwm-alps.org](http://www.aimhigherwm-alps.org) or call Student Services on **01384 363363** for a careers interview.

## ADMINISTRATION

OCR CERTIFICATE - LEVEL 1

REF: 1774

### WHICH CAMPUS?

Broadway Campus

### WHAT WILL I STUDY?

This course will provide you with training in practical office skills, including:

- Filing
- Faxing
- Handling mail
- Welcoming visitors
- Making and receiving telephone calls

You will also take additional qualifications in word processing and IT.

### HOW WILL I BE ASSESSED?

You will be assessed by a mix of internal assessments and external examinations.

### WHAT ARE THE ENTRY REQUIREMENTS?

You must attend an interview and have 4 GCSEs grades at E - G, including English. You must achieve an appropriate level of literacy at initial assessment (entry level 3 or level 1).

If you have practical work experience but no formal qualifications you will be considered for the course following an interview with the course tutor.

### HOW LONG?

1 year.

### WHAT NEXT?

Administration Level 2 then Level 3.

## ADMINISTRATION

OCR DIPLOMA - LEVEL 2

REF: 2295

### WHICH CAMPUS?

Broadway Campus

### WHAT WILL I STUDY?

This course will teach you the skills and knowledge you will need to find employment in an office environment or progress to another qualification. On the course you will learn about:

- Working in an administration environment and team work
- Writing business documents
- Organising business travel and accommodation
- Organising meetings and handling diary systems

You will also take additional qualifications in word processing and business presentations.

### HOW WILL I BE ASSESSED?

You will be assessed by a mix of internal assessments and external examinations.

### WHAT ARE THE ENTRY REQUIREMENTS?

You must attend an interview with the course tutor and hold one of the following:

4 GCSEs at grade D or above, including English **OR** OCR Certificate in Administration Level 1 and Key Skill Communication Level 1, **OR** BTEC Introductory Diploma in Business, Retail and Administration Level 1 (merit or distinction) and Key Skill Communication Level 1.

You must also achieve Level 1 or above during literacy initial assessment.

If you have practical work experience but no formal qualifications you will be considered following an interview with the course tutor.

### HOW LONG?

1 year.

### WHAT NEXT?

OCR Diploma in Administration Level 3 **OR** Apprenticeship/Advanced Apprenticeship in Administration or Customer Service; Text and Word Processing Level 3 (part-time); EDI Certificate in Administration Level 3 (part-time).



# ADMINISTRATION

OCR DIPLOMA - LEVEL 3

REF: 3192

## WHICH CAMPUS?

Broadway Campus

## WHAT WILL I STUDY?

This is a high level course that will teach you the skills and knowledge you will need to be able to work independently in an office environment. Topics covered include:

- Producing complex business documents
- Understanding roles and departments in business
- Supporting business meetings, organising an event and working as part of a team
- Laws that affect organisations

You will also take additional qualifications in word processing.

## HOW WILL I BE ASSESSED?

The administration units are portfolio-based; the IT units are assessed by timed examinations.

## WHAT ARE THE ENTRY REQUIREMENTS?

You must attend an interview and hold one of the following:

4 GCSEs at grade C or above, including English

**OR** OCR Diploma in Administration (Business Professional) Level 2 and Key Skill Communication Level 2.

You must also achieve Level 2 or above during literacy initial assessment and be able to demonstrate a suitable level of IT skills.

If you have practical work experience but no formal qualifications you will be considered following an interview with the course tutor.

## HOW LONG?

1 year.

## WHAT NEXT?

Advanced Apprenticeship in Administration or Customer Service or NVQ in Administration or Customer Service Administration Level 4 (part-time); Higher Education (business studies or IT).

# BUSINESS, RETAIL & ADMINISTRATION

BTEC INTRODUCTORY  
DIPLOMA - LEVEL 1

REF: 2812

## WHICH CAMPUS?

Broadway Campus

## WHAT WILL I STUDY?

This course will provide you with a broad introduction to jobs in business, retail and administration. You will study the following topics:

- Working in business, retail and administration jobs
- Customer Service
- Health and Safety
- Personal effectiveness and financial management

## HOW WILL I BE ASSESSED?

You will be assessed via coursework.

## WHAT ARE THE ENTRY REQUIREMENTS?

You must attend an interview and you should have one of the following:

4 GCSEs at grades E-G, including English or Entry Certificate in Skills for Working Life or Life Skills.

You must also achieve entry level 3 or level 1 or above during literacy initial assessment. If you have practical work experience but no formal qualifications you will be considered following an interview with the course tutor.

## HOW LONG?

1 year.

## WHAT NEXT?

BTEC First Certificate or Diploma in Business or Retail at Level 2; Administration Level 2.

**Career Options:** You can progress to other courses in the business studies, administration, retail or IT.

## OTHER COURSES AVAILABLE

### APPRENTICESHIPS: (SEE APPRENTICESHIPS SECTION FOR INFO)

Administration Apprenticeship & Advanced Apprenticeship NVQ - Level 2 & 3 (REF: 634)

