

## BUSINESS ADMINISTRATION (NVQ Level 2)

### Does my business need this?

If you answer 'yes' to any of the following questions, then this course will help your business:

- Does any of your staff need to improve their Business Administration skills?
- Do you feel that your organisation's productivity and efficiency could be improved from giving your employees further business administration skills?
- You would like to improve Business Administration skills, but find courses either too general or fear training will impact too heavily on your staff work commitments?

### Flexible & Tailored Training Package

The Business Administration course will be tailored to the needs of your business (content and delivery) and will consist of a series of practical units and **work-based assessment**. Candidates will take 2 mandatory units and a choice of 3 optional units:

#### Mandatory Units

- Carry out your responsibilities at work
- Work within your business environment

#### 24 Optional Units

Covering: Health & Safety; Customer Relations; Manage diary systems; Organise business travel; Deal with visitors; Process customers' financial information; Operate credit control procedures; Store, retrieve & archive information; Research & reports; Organise & support meetings; Using IT systems and software; Telephone systems; Operate office equipment; Prepare text from notes; Produce documents; Work effectively with others

### How does the Training work?

Comprehensive bespoke training will be provided to your staff in a highly flexible manner, tailored in order to minimise impact on normal working commitments. Courses can commence at any time during the year.

#### Work-Based Assessment

A key advantage to this training course is that can be assessed in the workplace and requires the candidate to put together a portfolio of work. A WMC Assessor will advise and guide the candidate on structuring and completing this portfolio.

### Qualification

This course will provide your employee with a cross-industry recognised National Vocational Qualification in Business Administration, developed by the Management Standards Centre. This helps you to motivate and retain your staff.

**To book, find out more and/or request a Taster Session, please call 020 7255 4738 or email us at [Training@wmcollege.ac.uk](mailto:Training@wmcollege.ac.uk)**