



ADULT SKILLS TRAINING AND EMPLOYMENT

BUSINESS ADMIN

Level 1 Award in Business and Administration

This qualification covers the essentials of business administration, providing a general understanding of the routine operations found in many organisations in the public, private and voluntary sectors.

The following areas can be covered within this qualification:

- Know how to maintain customer relations
- Understand how to use and maintain office equipment safely
- Know how to manage a diary system
- Know how to make and receive telephone calls
- Know how to store and retrieve information
- Understand individual rights and responsibilities
- Know how to work as part of a team
- Know how to behave professionally

For more information

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