

Business administration

We offer a comprehensive range of courses for people who want to develop skills for work in the business, administration, finance, retail and secretarial sectors.

Our business and administration courses are ideal for people who want to develop a broad range of secretarial and office skills to widen their skills and knowledge. You will also be able to practice your skills in our fully equipped business administration training office.

In addition to studying a Business and Administration NVQ, you will be able to choose from additional subjects including OCR single subjects in word processing, text processing and audio transcription, CLAIT (certificate for IT users) as well as studying customer service, retail skills and contact centre training, all of which will enhance your opportunities to work in different sectors.

Career opportunities...

Administration, secretarial and accounting roles are just some of the careers available to you if you study a course in business or administration.

Interested in an
Apprenticeship?

See page 16 for
more information

Business administration courses

Level 1 - Business and Administration

Code SEC0046P **Location** Ashington, Berwick

Ideal if... you want to begin training to work in an office environment. You will learn how to work and communicate in a business environment and study units including operating office equipment, storing information and receiving calls.

Entry requirements

You don't need any formal qualifications to join this course.

Level 2 - Business and Administration

Code SEC0027P **Location** Ashington, Berwick

Ideal if... you want to develop the necessary skills to work in an office environment. You will learn how to manage and improve your performance in a business environment and study units including filing, producing documents and communicating effectively with others.

Entry requirements



You should have two GCSEs at grade C, or a relevant level 1 qualification.

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Level 2 - Information, Advice and Guidance in the Workplace

Code TBC **Location** Ashington, Workplace

Ideal if... you work in a role offering information, advice and guidance to members of the public and want to develop your skills and gain a recognised qualification.

Entry requirements



You should have two GCSEs at grade C in English and maths and be employed in a role offering advice and guidance.

Level 2 - Apprenticeship Business and Administration

Code SEC0043P **Location** Ashington, Workplace

Ideal if... you work in a business and administration role and want to develop your skills and gain a recognised qualification. You will study units including health and safety, using the telephone and storing and archiving documents.

Entry requirements



You should have two GCSEs at grade C in English and maths and be employed in a business and administration role.

Level 2 - Apprenticeship Customer Service

Code SEC0047P **Location** Ashington, Workplace, Berwick

Ideal if... you work in a customer service role and want to develop your skills and gain a recognised qualification. You will study units including dealing with customers face-to-face, developing customer relations and giving customers a positive impression.

Entry requirements



You should have two GCSEs at grade C in English and maths and be employed in a customer service role.

Level 2 - Apprenticeship Retail Skills

Code BUS0105P **Location** Ashington, Workplace

Ideal if... you work in retail and want to develop your skills and gain a recognised qualification. You will study units including improving the customer relationship, monitoring the effects of visual merchandising and working effectively.

Entry requirements



You should have two GCSEs at grade C in English and maths and be employed in retail.

Level 2 - Apprenticeship Accounting

Code BUS0107P **Location** Ashington, Workplace

Ideal if... you work in a junior accounting role and want to develop your skills and gain a recognised qualification.

Entry requirements



You should have two GCSEs at grade C in English and maths and be employed in an accounting role.

Level 2 - Apprenticeship Warehousing

Code TBC **Location** Ashington, Workplace

Ideal if... you work in a warehousing role and want to develop your skills and gain a recognised qualification.

Entry requirements



You should have two GCSEs at grade C in English and maths and be employed in a warehousing role.

Level 3 - Business and Administration (Business Professional)

Code SEC0078P **Location** Ashington, Berwick

Ideal if... you want to further develop the knowledge, skills and understanding of administration functions needed to work in an office environment. This course will prepare you for employment in a range of sectors.

Entry requirements



You should have four GCSEs at grade C or above, or a relevant level 2 qualification.

Level 3 - Advanced Apprenticeship Business and Administration

Code SEC0030P **Location** Ashington, Workplace

Ideal if... you work in a business and administration role and want to develop your skills and gain a higher level qualification.

Entry requirements



You should have four GCSEs at grade C or above including English and maths, or a relevant level 2 qualification and be employed in the industry.

Level 3 - Advanced Apprenticeship Customer Service

Code TBC **Location** Ashington, Workplace, Berwick

Ideal if... you work in a customer service role and want to develop your skills and gain a higher level qualification.

Entry requirements



You should have four GCSEs at grade C or above including English and maths, or a relevant level 2 qualification and be employed in the industry.

Level 3 - Advanced Apprenticeship Retail Skills

Code BUS0106P **Location** Ashington, Workplace

Ideal if... you work in a retail role and want to develop your skills and gain a higher level qualification.

Entry requirements



You should have four GCSEs at grade C or above including English and maths, or a relevant level 2 qualification and be employed in the industry.

Level 3 - Advanced Apprenticeship Warehousing

Code TBC **Location** Ashington, Workplace

Ideal if... you work in a warehousing role and want to develop your skills and gain a recognised higher level qualification.

Entry requirements



You should have four GCSEs at grade C in English and maths or a relevant level 2 qualification and be employed in a warehousing role.