

# Preparing for Administrative Responsibilities



## Course overview

This course has been designed to develop the skills, knowledge and overall performance of those working in business support administrative roles.

The course has been structured to enable learners to develop their abilities to carry out a range of business support tasks and will act as an entry programme, allowing learners to progress onto the Level 3 business administrator standard.

All assessments and associated learning will support progression onto the Level 3 business administrator standard and will help to build confidence and knowledge.

# Course Content

## Module 1

### Employer Rights and Responsibilities

#### **Outcome 1**

Understand the role of organisations and industries.

#### **Outcome 2**

Understand employers' expectations and employees' rights and obligations.

## Module 2

### Preparing to Communicate in a Business Environment

#### **Outcome 1**

Understand the requirements of business communication.

#### **Outcome 2**

Understand how to make and receive telephone calls.

#### **Outcome 3**

Understand how to send and receive emails, and how to navigate social media.

## Module 3

### Resilience to Develop and Manage Personal Performance

Support learners to develop resilience and equip them with the skills required to manage their own personal development.

