

## Principles of Business and Administration

This popular FREE on-line course examines the day-to-day workings of real-world companies and teaches you the techniques that help them to operate successfully.

Learn up-to-date working practices applicable to many office and administration roles

Improve your practical skills and performance in the workplace

Develop your knowledge of a range of business and administration practices, including event management and budgeting

Develop effective communication techniques to aid interactions with colleagues and customers

Each unit contains an assessment to demonstrate your knowledge of each subject area. Once you successfully complete all six units you will achieve a Level 2 Certificate in Principles of Business and Administration.

Unit 1: Principles of personal responsibilities and working in a business environment

Employment rights and responsibilities of the employee and the employer

The purpose of health, safety and security procedures in a business environment

How to communicate effectively with others

How to work with and support colleagues

How to plan own work and be accountable to others

The purpose of improving own performance in a business environment and how to do so

Types of problems that may occur in a business environment and how to deal with them.

Unit 2: Principles of providing administrative services

How to make and receive telephone calls

How to handle mail

How to use different types of office equipment

How to keep waste to a minimum in a business environment

How to make arrangements for meetings

Procedures for organising travel and accommodation arrangements

Diary management procedures

The purpose of delivering effective customer service and how to do so

The purpose of reception services and how to follow reception procedures

Unit 3: Principles of managing information and producing documents

The purpose of information technology in a business environment

How to manage electronic and paper based information

The purpose of producing documents that are fit-for-purpose

Procedures to be followed when producing documents

#### Unit 4: Principles of supporting change in a business environment

Reasons for change in a business environment  
Reasons for reviewing working methods, products or services  
Types of support that people may need during change  
Benefits of working with others during change  
The purpose of responding positively to changes in working methods, products or services  
Ways of responding positively to change.

#### Unit 5: Principles of supporting business events

The range of support activities that may be required when organising a business event  
Ways of providing support before, during and after a business event  
The purpose of displaying professional and helpful behaviour when supporting a business event  
Ways of dealing with problems when supporting a business event

#### Unit 6: Principles of budgets in a business environment

The purpose of budgets for managing financial resources to meet business requirements  
How to develop budgets  
How to manage budgets

#### Course duration

14 weeks

#### Recommended study

10 hours per week

#### Study requirements

Whilst an understanding of the sector would be advantageous no existing qualifications are required.

What computer software will I need?

To study online with vision2learn you will require the following:

An Internet enabled PC running Microsoft Windows operating system  
A Web browser (JavaScript and Cookie enabled)  
An active email account  
Microsoft Word or a similar word processing software program. (You may need additional software programs for IT courses – please contact us for more information.)  
Adobe Reader

Adobe Flash Player (version 9.0 or higher)

Supported Web Browsers

The following web browsers are currently supported.

Internet Explorer 11

Microsoft Edge \*

Google Chrome \*

Mozilla Firefox \*

\* Microsoft Edge, Firefox and Chrome follow a continuous release policy. We will support the last 2 major versions of each of these browsers.

Please ensure that your browser has JavaScript and Cookies enabled as this will be required in order to access our e-learning platform and courses. If you are still unsure, you can visit [whatismybrowser.com](http://whatismybrowser.com) to check your system meets with our minimum requirements.

## Entry Requirements

The course is aimed at those 19 years (as at 31st August 2020) and over.

Once we receive your application we will send you an email link to complete your registration.

When applying for one of our free courses you will be asked to supply a copy of your ID, which can be either a passport, driving licence, birth certificate or national identity card. If you were born outside the EU, you must have proof of residency status and you will need to provide a copy for our records. If you have declared you are in receipt of benefits you will also need to provide us with evidence of this.

Please note whilst there is no limit to the number of free courses you can complete, you can only study one

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free course at a time.

In some instances fully funded applications are subject to postcode eligibility.

## What's Next

### Your Options

	Start Date	End Date	Course Level
<b>Principles of Business and Administration (Part Time)</b>			
Online	01/08/22	30/07/23	2