

NCFE Level 2 Certificate in Principles of Business and Administration (QCF 15 Credits)

What are the specific details?

Duration	You have up to eight weeks to complete the course.
Venue	Run via distance learning and can therefore be fitted around work and personal life.
Cost	Free (fully government funded)*.

This qualification covers a range of skills which will be useful to learners throughout their careers. The materials provide an introduction to information management, document production, administrative services and project management.

Who is this course suitable for?

This course is suitable for anyone working in the telesales sector or people who have responsibilities to provide a service to clients and who respond effectively to their client's needs.

Do I need any experience?

It is ideal for learners working in administrative roles who are looking to enhance their knowledge or wish to achieve qualifications to support their work. It is also suitable for those wanting to embark on a career in administrative support.

How is the course delivered?

The programme is delivered online by a range of assessments. These are assessed by the tutor throughout the programme from induction to completion.

What will I gain from this course?

You will gain the NCFE Level 2 Certificate in Principles of Business and Administration (QCF 15 Credits).

What will I learn?

Learners are required to undertake the following units:

- Unit 1 Principles of providing administrative services
- Unit 2 Principles of business document production and information management
- Unit 3 Understand communication in a business environment
- Unit 4 Understand employer organisations
- Unit 5 Understand how to develop working relationships with colleagues
- Unit 15 Know how to publish, integrate and share using social media
- Unit 20 Principles of digital marketing

*Learners must be 19 years+ and have lived in the UK/EU for 3 years.

For further information, or enrolment, please contact Business Solutions on:

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