

22101 08 Introductory Diploma in Business, Retail and Administration Level 1

This course will introduce you to the basics about how businesses run and administered as well as how you look after your customers.

Course Duration
One year

Course Content

- Starting work in Business, Retail and Administration
- Working in Business, Retail and Administration
- Introducing Customer Services
- Personal Effectiveness

- Financial Management
- Health and Safety at Work
- Communicating Effectively at Work
- Introduction to Administration
- Word Processing
- Spreadsheets
- Desk-top Publishing.

Key Skills

All students aged 16-18 are required to complete three Key Skills Units in Communication, Application of Number and Information Technology.

Qualifications/experience needed to join the course

No formal qualifications are necessary. All applicants will need to attend an interview.

Study Centre

Main Site, Kingsway, Dunstable

After the course is finished

A successful candidate could progress to the BTEC First Diploma in Business, Level 2 or a Level 2 Diploma in Administration. The course is also a solid preparation for a career in business.

22103 08 BTEC First Diploma in Business Level 2

The BTEC First Diploma is a practical, work-related course. Students learn by completing projects and assignments based on realistic workplace situations, activities and demands. It introduces learners to particular areas of employment and provides a good basis to go on to a more advanced work-related qualification.

Course Duration
One year

Course Content

The course is made up of six units; three Core Units provide a general foundation and three Specialist Units introduce learners to particular topics in more depth.

Core Units including:

- Introduction to Business Activity
- Exploring Key Business Pressures
- Investigating Financial Control.

Students should choose three Specialist Units from the following six:

- Business Communication
- Employee Contribution to Working Conditions
- Introduction to Business Administration
- Sales and Customer Service
- Business Online
- Starting up a New Business.

Key Skills

All students aged 16-18 are required to complete the three Key Skills Units in Communication, Application of Number and Information Technology.

Qualifications/experience needed to join the course

A BTEC Foundation Certificate/Diploma. At least two GCSEs at grades A-D. Applicants will also need to provide a suitable reference.

Study Centre

Main Site, Kingsway, Dunstable

After the course is finished

On successful completion of the course, students can progress to a BTEC National Diploma or Vocational A level programme. It can also be used as a stepping stone into employment in the business sector.

89% pass rate in 2006/07

22104 08 Diploma in Administration Level 2

This course develops a range of secretarial and administrative knowledge and skills required by employers in the workplace.

Course Duration
One year

Course Content

- There are five Core Units:
- Preparing Business Communications
 - Maintaining Effective Working Relationships
 - Working in Business Organisations
 - Office Procedures
 - Integrate E-document Production.

Plus:

- Spreadsheets
- Databases.

Key Skills

All students aged 16-18 are required to complete the three Key Skills Units in Communication, Application of Number and Information Technology.

Qualifications/experience needed to join the course

Two GCSEs at Grade C or a Level 1 qualification in Business Administration or similar.

Study Centre

Main Site, Kingsway, Dunstable

After the course is finished

All students are ready to enter employment upon completion of this course. You will be able to apply for junior secretarial positions with the aim of progressing to PA and Senior Secretarial roles. Alternatively you could progress to a Level 3 Business or Administration programme.

22105 08 BTEC National Diploma in Business Level 3

BTEC National Diploma is a practical, work-related course. Students learn by completing projects and assignments that are based on realistic workplace situations, activities and demands. Students focus on a particular subject area and develop a range of specialist skills and knowledge. The qualification will provide the student with three A level equivalent grades which may lead to employment or higher education.

Course Duration

Two years

Course Content

The course which is equivalent to three A levels, is made up of 18 units – four Core Units and fourteen Specialist Units. The Specialist Units explore particular topics in depth. All students take these four Core Units:

- Exploring Business Activity
- Investigating Business Resources
- Introduction to Marketing
- Effective People, Communication and Information.

All students will take 14 Specialist Units which could include subjects from the following list:

- Introduction to Accounting
- Understanding Financial Accounting
- Introducing Management Accounting

- Investigating Accounting Systems
- Exploring Creative Product Promotion
- An Introduction to Marketing Research
- Understanding Relationship Marketing
- Investigating Internet Marketing
- Investigating Recruitment and Selection
- Understanding Aspects of Employment Law
- Career Development Planning in Business
- Human Resource Management in Business
- Improving Performance in the Workplace
- Managing a Business Event
- Exploring Team Development
- Managing Physical Resources
- Aspects of Contract and Business Law
- Aspects of Civil Liability for Business
- Understanding Aspects of the Legal System and Law-making Process
- Aspects of Criminal Law Relating to Business
- Working in Administration
- Managing Business Information
- Understanding Legal Aspects of Administration
- Supporting Projects
- Introduction to the Internet and e-Business
- Website Design Strategies
- Investigating Supply Chain Management
- Organisational Systems Security
- Website Production and Management
- Digital Graphics and Computers
- Advanced Database Skills
- Understanding Health and Safety in the Workplace

- Starting a Small Business
- Understanding Business Ethics
- Exploring Business and the Economic Environment
- Investigating International Business
- Understanding Retailing
- Exploring Computer Applications for Financial Management.

Key Skills

All students aged 16-18 are required to complete the three Key Skills Units in Communication, Application of Number and Information Technology.

Qualifications/experience needed to join the course

A BTEC First Diploma in Business or a related subject or four GCSEs at grades A-C.

Study Centre

Main Site, Kingsway, Dunstable

After the course is finished

You can progress into Higher Education to extend your studies. Alternatively, this qualification is valued by employers and leads to opportunities in business specialisms such as Finance, Human Resource Management or Marketing.

Studies in business administration are also available as apprenticeships through our Chiltern Business Training Department. If you would like further information on how to combine your studies with work then please call our team on 01582 861607.

