

Business and Administration

Training in Office Technology and Business Administration is changing rapidly. We are committed to keeping pace with change by offering excellent up-to-date facilities including our realistic Training Office and well-equipped Computer Suites.



"I study at Dunstable College because I want to achieve my career goals in Business Administration and Retail. I am learning how a business works and how to look after customers. I think that all the staff at Dunstable College are very friendly."

Khadeja Choudhury
Introductory Diploma in
Business Administration and
Retail.



22101 07 Introductory Diploma in Business, Retail and Administration

Level 1

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

Course Duration

One year

Course Content

There are 3 Core Units:

- How a Business Works
- Investigating Business
- Finance in Business

There are 3 Optional Units:

- Looking after Customers

- People in Business
- The Environment and the Customer
- Preparing for Employment
- Working as part of a Team.

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

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 choose to study the BTEC First Diploma in Business, Level 2. This course is also a solid preparation for a career in business.

22102 07 Certificate in Administration



Level 1

The aim of this course is to equip students with the skills needed to work in a modern office or in a business environment.

Course Duration

One year

Course Content

- Office Procedures
- English for Business Communication
- Word Processing
- Spreadsheets
- Databases
- Desk Top Publishing.

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

No formal qualifications are required.

Study Centre

Main Site, Kingsway, Dunstable

After the course is finished

Upon successful completion of Level 1, students will be able to progress on to a Level 2 Diploma in Administration or similar Level 2 programmes.

22103 07 BTEC First Diploma in Business

Level 2

A BTEC First Diploma is a practical, work-related course. Students learn by completing projects and assignments that are 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 6 units; 3 Core Units provide a general foundation and 3 Specialist Units introduce learners to particular topics in more depth.

Core Units:

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

Students should choose 3 Specialist Units from the following 6:

- 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 2 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.

22104 07 Diploma in Administration

Level 2

You will be fully prepared after completing this course to apply for junior secretarial positions or to get more experience through temping, on your way to becoming a top PA.

Course Duration

One year

Course Content

There are 5 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.

22105 07 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 – 6 Core Units and 12 Specialist Units. The Specialist Units explore particular topics in depth. All students take these 6 Core Units:

- Introduction to Business
- Business and Management
- Creative Product Promotion
- Presenting Business Information
- Business Enterprise
- Business Online.

All students will take 12 Specialist Units which could include subjects from the following list:

- Finance, Cash Flow, and Insolvency
- Profitability and Reporting
- Introduction to Accounting
- Final Accounts
- Introduction to Marketing
- Marketing Research
- Relationship Marketing
- E-Business and Internet Marketing
- Recruitment and Selection
- Employer and Employee Relations
- Professional Development and Training
- Human Resource Management
- Improving Performance in the Workplace
- Managing a Business Project or Event
- Managing Information
- Managing Teams
- Managing Facilities
- Setting up an Administrative System
- Health and Safety in the Workplace
- Business Ethics
- Contracts and Legislation
- Civil Liability
- Business and Markets.

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 4 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.

Foundation Degrees are offered in conjunction with the University of Bedfordshire to help you further your studies:

- Foundation Degree (FdA) in Advertising and Marketing Communications



Note: For further information please ask for the Higher Education course information leaflets.