

Business & IT

What will I study?

- OCR Level 2 Diploma in Administration (Business Professional)
- OCR Level 2 Cambridge Technical Diploma in IT
- OCR Level 3 Cambridge Technical Introductory Diploma in IT
- Pearson BTEC Level 2 Diploma in Customer Services

What abilities will I need?

You will need skills in Mathematics and English Language. You will be required to be able to make financial calculations and be able to write with correct grammar and spelling. Administrators often need to work on the telephone and you need to become comfortable with this and be able to speak clearly. Most administration work is now done with a computer and you will need to develop good IT skills.

There are entry level courses for those with few GCSE passes who need to develop basic skills.

Level 2 courses qualify you to do a skilled job once you have had a little more experience. You will need to have completed Level 1 or impress at interview to be accepted on to this level course.

Level 3 courses will qualify you to do a highly skilled or supervisory job once you have had sufficient experience. You will need to have completed a Level 2 course or have good GCSEs to be accepted onto a Level 3 course.

What opportunities will this course open for me?

This is a hugely varied industry, and you can gain work experience in any business focused setting. Every industry requires employees, who have an ability to complete administration tasks, deliver high quality customer care and who can develop and manage the IT systems that are used.

Where can I complete my work placement?

Every company will require individuals who have administration, customer service or IT based skills. You will need to approach a company and ask if you can complete a work placement with them.

What will I wear?

In an office most employees will wear suits, shirts and ties, blouses and skirts/trousers and shoes.

