

# Skills for Working in Business, Administration Customer Service Industries Extended Award level 1

## Course Overview

To ensure a business delivers good customer service, a broad range of skills are required throughout the whole organisation. Customer satisfaction is the key to a successful business and this course introduces and explores some of the key aspects of business administration and how they contribute to the customer experience. It is ideal for anyone looking to start a career within the business, administration and customer service sectors.

## What you will learn

The course offers great flexibility and allows you to work at your own pace and at a time that suits you, perfect if you have other commitments. The course duration will depend on what suits you best. You may complete within one day or you may want to split your study time over a few days, completing your assessment when you feel ready. You will have the opportunity to learn about business terminology and understand business organisations.

## Entry Requirements

There are no formal entry requirements, however, a reasonable level of literacy is required.

## Course Fees

Subject to individual eligibility and type of benefit, the vast majority of courses are FREE to people in receipt of an employment-related benefit JSA, Universal Credit or ESA (Employment and Support Allowance).

## Course Progression

On completion of this award, your tutor will be able to provide advice and guidance on other online or distance learning courses, or classroom-based programmes. For more detailed advice and guidance about future steps, you can make an appointment with one of our qualified career advisers who can support you in finding the most suitable career path for you and making the most of your skills and qualifications.

## What Happens Next

Apply online via the College website. You will then be invited to a pre-course information session.

## Course Details

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|--------------------|--------------------|
| <b>Course Code</b> | P00339             |
| <b>Start Date</b>  | 01/08/2026         |
| <b>Study Hours</b> | Part Time          |
| <b>Duration</b>    | 1 week             |
| <b>Campus</b>      | City Skills Centre |
| <b>Level</b>       | 1                  |

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