Certificate in Administration

Duration

The trainees have Individual Learning Programmes (ILP) based on their availability, care and funding packages. The minimum training would be one day a week and the maximum four days a week. This results in trainees progressing at a rate that is dependent on their ILP and development of the skills and competences required.

Assessment

Trainees will be continually assessed throughout their training.

Certification

At the end of the course, trainees who have completed 17 modules will be Awarded a Certificate in Administration endorsed by the Institute of Hospitality.

Next Steps

Depending on each trainees individual needs they have the opportunity to progress to our Diploma in Administration.

Alternatively, our Work Placement Supervisor will support trainees into either paid or voluntary work placements.

Course Overview

Our Certificate in Administration course allows trainees to gain basic office skills that can prepare them to perform clerical duties in various settings.

This course will develop trainees knowledge, understanding and skills essential for working in an office or customer facing environment. It is delivered in an easy to understand format using a mix of practical skills training and work experience. The end result is for trainees to be proficient with these skills to an advanced level.

Who is it for?

Our Certificate in Administration course is suitable for anyone over the age of 18 with an interest in Office Administration and requires additional learning support.

Crumbs specialises in supporting adults with learning disabilities, mental health issues, stabilised addictions and brain injuries. Our aim is to support trainees into achieving a life of independence.

Topics Covered

- Organisation of Admin Office
- Health & Safety in Admin Operations
- Understanding Customer Requirements
- Care & Maintenance of Equipment
- Control of Reception Processes
- Administration Operating Procedures
- Communication on the Telephone
- Receiving Requests & Reservations
- Processes for Internal Messages
- Coordinate Receipt & Dispatch of Correspondence and Parcels
- Processing Administrative Records
- Draft Routine Correspondence
- Filing, Storage and Retrieval of Documents
- Filing, Storage and Retrieval of Computer Files
- Prepare Documents for Meetings

Course Fees & Enrolment

Please refer to the Crumbs Resource Hub for details on course fees and to access application forms or contact us to enquire about costs and current availability of training spaces.

Get in touch

The Crumbs Project, Hibberd Court, 20a Hibberd Way, Bournemouth, Dorset, BH10 4EP

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