

Certificate in Administration



At a glance



A practical, easy-to-follow course that builds advanced office skills through hands-on training and real-world experience.


Pathway




- To gain the Certificate in Administration Skills.
- To participate in work experience.
- To support trainees into either paid or voluntary work.


Funding

Sessions cost £14 per hour, with a recommended schedule of 5 hours per day. Various funding options are available to cover tuition fees. Please contact us for more details.

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COURSE OVERVIEW



The Certificate in Administration course equips trainees with essential office skills, preparing them to handle clerical tasks in a variety of settings. This course will develop trainees' knowledge, understanding, and skills essential for working in an office or customer-facing environment. The course is delivered in a clear and accessible format, combining practical skills training with hands-on work experience. At the end of the programme, trainees are expected to demonstrate administrative skills to an advanced level.

WHO IS IT FOR?



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

TOPICS COVERED



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| • Organisation of Admin Office | • Handling internal message processes |
| • Health & Safety in Admin Operations | • Coordinating receipt & dispatch of correspondence & parcels |
| • Understanding customer requirements | • Processing administrative records |
| • Care & maintenance of equipment | • Drafting routine correspondence |
| • Control of Reception processes | • Filing, storage, & retrieval of documents |
| • Administration operating procedures | • Filing, storage, & retrieval of IT files |
| • Communication on the telephone | • Preparing documents for meetings. |
| • Receiving requests & reservations | |

DURATION



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

ASSESSMENT



Trainees will be continually assessed throughout the duration of their training programme.

CERTIFICATION



At the end of the course, trainees who have completed 12 modules will be awarded a Certificate in Administration endorsed by the Institute of Hospitality.