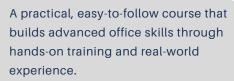
Certificate in Administration



At a glance



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.



info@crumbs.org.uk



01202 519320



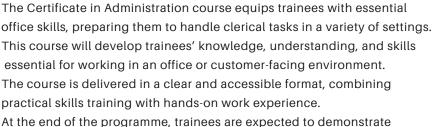
www.crumbs.org.uk



Hibberd Court, Bournemouth, BH10 4EP.



COURSE OVERVIEW



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.

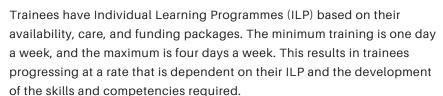
TOPICS COVERED



- 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 •

- Handling internal message processes
- Coordinating receipt & dispatch of correspondence & parcels
- Processing administrative records
- Drafting routine correspondence
- Filing, storage, & retrieval of documents
- Filing, storage, & retrieval of IT files
- Preparing documents for meetings.

DURATION



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.