



First Steps into Office Work and Administration

WHY TAKE THIS COURSE?

If you are unsure about whether office work is for you or would like to get one step ahead in the job queue then this course is for you. It will give you an insight about what work could be expected in this environment and teach you some of the key skills required.

WHAT ARE THE KEY TOPICS IT WILL COVER?

This course will have a lot of learner involvement and will cover a number of topics. These include: what is office administration?, what necessary skills are required to be able to carry out the duties effectively?, formal and informal language, e.g. taking telephone messages, answering the telephone, meeting guests, writing formal letters and writing e-mails, diary keeping and simple spreadsheets.

WHO WILL THE COURSE SUIT?

You do not need any qualifications to do this course and it is suitable for any adult who wants to work within office administration for the first time or for anyone who has previously worked within this area and wishes to return to this type of employment. It will also be suitable to adults who wish to improve their literacy and I.T. skills. You must be 19 years old or above.

IS THERE A QUALIFICATION AT THE END OF THE COURSE?

No. There are no formal assessments but you will each be given an Individual Learning Plan on which you will find key objectives for the course. You will be asked if you have any of your own personal learning objectives and your tutor will try to accommodate these topics if at all possible. We will ask you to review your learning to make sure that everything on the course is meeting your expectations. You will receive a Certificate of Attendance which details the topics you have covered.

Working in partnership with

Warrington
Borough Council

