

## Course Information Sheet 2026/27 IT Qualification Course

<b>Course title:</b>	<b>Level 1 Award in Business Administration Skills</b>	<b>Code: B102</b>
<b>Tutor:</b>	TBC	
<b>Day &amp; Time:</b>	<b>Monday &amp; Tuesday</b> 9.30am to 12.30pm	
<b>Start &amp; End Dates:</b>	<b>Term 1</b> 21/09/2026 - 01/12/2026	
<b>Number of sessions:</b>	20	
<b>Venue:</b>	Bury Adult Learning Centre	<b>Room No: 12</b>
<b>Learner numbers:</b>	Minimum	Maximum
	10	14
<b>Costs:</b>	Full Fee	Discounted Fee
	£246.50	Free

### What will I learn on this course?

This course will help you build your confidence and practical skills for working in business and finance. It is a good starting point if you are new to this area, returning to learning, or thinking about getting a job in an office or business setting.

### Syllabus and learning outcomes:

The course follows the Open Awards Level 1 framework, ensuring a structured and comprehensive learning experience, and you will be able to:

- **R/615/8145:** Creating Business Documents (emails, letters, and forms)
- **Y/615/8440:** Understanding the Office Environments (how to behave in a workplace, including being professional, polite, and reliable)
- **Y/615/8437:** Making and Receiving Calls (handle phone calls in a confident and professional way, including taking messages and responding to simple enquiries)
- **F/618/3154:** Exploring Opportunities in Business Administration (different job roles and opportunities in business and finance)
- Use office equipment safely, such as printers and photocopiers
- Write clearly for different purposes, including emails and short reports
- Communicate effectively with other people, both face to face and in writing
- Understand how businesses and finance work at a basic level

### What skills will I develop?

As well as practical skills, you will also build important personal skills that employers value:

- Confidence in yourself and your abilities
- Managing your time and staying organised
- Working with others as part of a team

- Providing good customer service
- Solving simple problems
- Being responsible and acting professionally

### **Who is this course for?**

- Job seekers or anyone thinking about working within an admin or office setting and roles including administration, customer service, reception, case management, private secretary.
- Those who want to move on to further study, training, or employment.

### **Additional information**

Before you enrol, advice and information is available to help you decide on the right course for you. Contact 0161 253 5772 or email at [buryadultadmin@bury.gov.uk](mailto:buryadultadmin@bury.gov.uk)

Regular attendance is essential for you to succeed.

Please bring proof of identity to your first session – see page 4 for details.

### **Joining requirements**

- You will need to have a good understanding of the English language and if you are an ESOL learner you must have at least a Level 1 qualification. Or are working towards a level 1.
- You need to have a Level 1 qualification in ICT or be able to demonstrate the skills at a level 1 proficiency. Or are working towards a level 1.
- No prior experience required.
- A pre-course interview is required.

### **What could I do next?**

- You can further develop your skills by continuing onto the ICDL Level 2 course.
- You could try alternative IT courses such as Programming or Cybersecurity Level 1.
- Volunteering opportunities with Bury Adult Learning Service or Bury VCFA ([Welcome to Bury VCFA | Bury VCFA](#))

Your tutor will be able to advise on the options available to you in their subject. If you would like to speak to someone about moving on, please ask your tutor to refer you to Learner Services or contact them directly on 0161 253 7501 or email at [learner.services@bury.gov.uk](mailto:learner.services@bury.gov.uk)

### **Can I get extra help?**

If you do not hold a GCSE grade C/4 or above OR Functional Skills Level 2 in English and maths, you will be offered support/qualifications achieve these. For more information, please contact Learner Services on 0161 253 7501.

Extra support is available for those learners who have sensory, physical or cognitive impairments, neuro-divergent or with mental health conditions.

### **Help with paying for your course**

This course **may** be free if you are unemployed and claim benefits and want to be employed or progress into more sustainable employment. You may also qualify for a free course if you are working but on a low wage. Please enquire at the time of enrolment.

Please see the course guide for more information or ask at the time of enrolment. You will be asked to produce evidence to qualify for free provision or sign to say what benefits you are claiming and that you are seeking work.

If you are enrolling on a course which leads to a qualification and are finding it difficult to pay your exam fees or need financial help with childcare, small items of equipment or some travel cost, you may qualify for help from the Learner Support Fund. Ask at the Bury Adult Learning Centre office for a form or ring Learner Services on 0161 253 7501. ***If you have been mandated on to a course by Job Centre Plus you may not be able to get help from this fund.***

### **How to enrol**

Phone: 0161 253 5772

Call into: Bury Adult Learning Centre, 18 Haymarket Street, Bury, BL9 0AQ

**Please keep your copy of this information sheet.**

**It will be useful throughout your course.**

## **Proof of Learner Identity**

All certificated courses require you to show proof of your personal identity. Please bring the relevant IDs on the **first day** of the course. Refer to the list below.

### **List of documents to show proof of learner identity**

To comply with the new exam board regulation, you will be required to show proof of your identity before you could sit for a formal assessment. **All Learners** must bring proof of identity to the first session.

You are required to provide either:

- **One** item from the first list; or
- **Two** items from the second.

#### **List 1: One item required**

- Passport.
- EC identity card.
- Full driver's licence (with photo).

#### **List 2: Two of the following which are currently in use, are required**

- Standard acknowledgement letter (held by people seeking asylum).
- Rent book/tenancy agreement.
- Current credit card or charge card.
- Bank or Building Society book.
- Letter showing home address.
- Full driver's licence (non-photo).
- ES40 and JSA agreement.
- Medical card.
- Services identity card.
- Household Utility bills.
- Bail sheets.
- Original birth certificate.
- Marriage certificate.
- Senior Citizen travel-pass with photograph.
- Any other form of ID.

If you have any questions, please discuss them with your tutor on the first session of the course.