

## Business and Employment Courses

### Introduction

These courses are aimed at learners who wish to gain skills in a variety of subjects such as:

#### **Business Administration**

***This course will cover:***

- Providing administrative services
- Business document production and information management
- Communication in a business environment
- Employer organisations & developing working relationships with colleagues
- Carry out business administration tasks
- Understand how to prepare text

#### **Principles of Customer Service**

***This course will cover:***

- Customer service
- Understand customers
- Understand employer organisations
- Understand how to communicate with customers – verbally and in writing
- Know how to process information about customers
- Understand how to resolve customer service problems and challenges
- Understand how to develop customer relationships

#### **Principles of Team Leading**

***This course will cover:***

- Principles of team leading & understanding business
- Understand how to communicate work related information
- Managing performance and conflict in the workplace
- Equality and diversity in the workplace
- Developing working relationships with colleagues
- Health and safety procedures in the workplace
- Understand how to develop and deliver a presentation

#### **Mental Health First Aid and Advocacy at Work**

***This course will cover:***

- Exploring mental health
- Understand how to support individuals with mental ill health
- Understand a mentally healthy environment

## **Understanding Retail Operations**

### ***This course will cover:***

- Customer service in the retail sector and the retail selling process
- How individuals & teams contribute to the effectiveness of a retail business
- How a retail business maintains health and safety on its premises
- Understanding retail consumer law
- How to deal with customer queries & complaints in a retail environment
- The handling of customer payments in a retail business
- The control, receipt and storage of stock in a retail business

## **Principles of Warehousing and Storage**

### ***This course will cover:***

- Health and safety requirements in a warehousing environment
- The principle of warehousing goods
- The process of stock checking and preparing goods for dispatch
- The importance of customer service in a warehousing environment

## **Creating A Business Start Up**

### ***This course will cover:***

- Initial steps for a business start-up
- Marketing for a business start-up
- Legal and financial considerations for a business start-up
- Developing a business plan

## **Preparing to work in Adult Social Care**

### ***This course will cover:***

- Communication in adult social care
- Personal development in adult social care settings
- Diversity, equality and inclusion in adult social care settings
- Safeguarding and protection in health and social care
- The role of the social care worker
- Understand person centered approaches in adult social care
- Understand health and safety in adult social care settings
- Understand how to handle information in social care settings