

# Introduction to Administrative & Office Skills



Course Level: Level 1

Campus: Newcastle

Subject Type: Computing, Technology & Esports

## Course Overview:

This practical course offers an introduction to the key administrative and office skills needed for the modern workplace. Learners will develop confidence in tasks such as organising information, using office equipment, managing emails, and supporting day-to-day office operations. Ideal for beginners or those looking to refresh their skills, the course helps prepare learners for entry-level administrative roles across a range of sectors.

## What's Covered:

During this 20 hour course you will be provided with a solid foundation in essential administrative and office skills. It will cover:

- Understanding the role of an administrator in a workplace
- Organising and managing information efficiently
- Using office equipment such as printers, scanners, and telephones
- Managing emails and basic correspondence professionally
- Introduction to filing systems, record-keeping, and data management
- Time management and prioritising tasks
- Customer service and communication skills in an office setting
- Health, safety, and confidentiality in the workplace

By the end of the course, learners will have the confidence and practical skills to support day-to-day office operations effectively and pursue entry-level administrative roles.

## Entry Requirements:

There are no formal entry requirements for this course. It is suitable for beginners or anyone looking to develop or refresh their administrative and office skills. Learners should have a willingness to learn and an interest in working in an office or administrative environment.

## Assessment Information:

There are no formal assessments, just supportive learning and activities in class. You will work through an individual learning plan and receive regular feedback from your tutor.

## Fees and Financial Support:

This course is FREE to adult learners.

## Progression:

After this course, you may choose to:

- Progress to a Essentials Digital or ICT (Computer) Course
- Join our Principles of Business Administration course to help you pursue your future career
- Study English or Maths course to build your Literacy or numeracy skills and gain a qualification.

## What else do I need to know?

Please note that courses run subject to minimum viable class sizes.

All materials will be provided and there will be real life practical activities for you to complete.

Our daytime classes take place in welcoming community venues close to the college, offering a convenient and supportive learning environment. You'll have the opportunity to meet like-minded adults who are also looking to develop their skills, achieve their ambitions, and take the next steps in their careers.

## How do I find out more?

For further information, please contact our Adult Education Team on 01782 254211 or email [adult.education@nscg.ac.uk](mailto:adult.education@nscg.ac.uk).