

Introduction to Office Administration and AI



Course Level: Level 1

Campus: Newcastle

Subject Type: Accounting, Business, Travel & Legal

Course Overview:

This introductory course is designed to help you develop the essential skills needed to start a career in office administration. You will gain confidence using common workplace digital tools while also learning how AI can support everyday administrative tasks such as writing, organisation, communication and document creation.

The course is ideal for anyone looking to improve their employability and progress into a role in office administration, with a clear pathway onto the City & Guilds Level 1 Award in Business and Administration.

What's Covered:

During the course, you will learn the key skills needed to work in an office environment, alongside an introduction to using AI tools safely and effectively in a professional setting.

You will develop skills in:

- office communication, including emails and written messages
- creating and formatting business documents
- organising files and managing information
- using spreadsheets for basic administrative tasks
- customer service and professional communication skills
- time management and workplace organisation

You will also be introduced to how AI tools can support office work, including:

- drafting and improving written communication
- creating documents and templates
- supporting organisation and task planning
- assisting with research and information gathering
- understanding responsible and safe use of AI in the workplace

Sessions are practical, work-focused and designed to build your confidence step-by-step using real-life office scenarios.

Entry Requirements:

Learners should have basic English reading and writing skills and be able to use a keyboard and mouse. Some basic knowledge of computers and internet use is helpful, but not essential. No previous experience in office administration or AI tools is required.

Assessment Information:

Assessment is continuous and based mainly on practical, work-related activities completed during sessions. You will demonstrate your skills through tasks such as writing business emails, creating office documents, completing simple administrative tasks and using AI tools appropriately to support your work.

You will receive regular feedback and support from your tutor throughout the course and will record your progress against individual learning goals on an ILP (Individual Learning Plan). You

will reflect on your development, confidence and achievement, supported by completed tasks, tutor observations, learner discussions and practical activities.

Progression:

After completing this course, you will be able to progress onto the City & Guilds Level 1 Award in Business and Administration, or other entry-level business, digital or employability qualifications.

To support your future job applications or progression to higher-level qualifications, it is recommended that you hold or willing to work towards a Level 2 qualification in English, Maths and IT.

What else do I need to know?

Please note that courses run subject to minimum viable class sizes. Our daytime classes are held in welcoming community venues near the college, where you'll meet other adults who are also learning and growing in confidence.

How do I find out more?

For more information, contact our Adult Education Team on 01782 254211 or email adult.education@nscg.ac.uk.