



SHARECommunity

Self Help Association for Rehabilitation
and Employment for People with Disabilities

Focus on ability

Business Administration

OPPORTUNITY TO GAIN

OCR NVQ Administration to Level 1

The business administration project offers a variety of practical skills and knowledge which are required by today's employers. Training takes place in a fully equipped office environment with the latest technology.

Trainees can work towards NVQ Level 1 in Business Administration which is based on real work projects and includes essential I.T skills, photocopying, mail handling, reception and switchboard training.

Trainees are encouraged to work within groups and to build good working relationships with other trainees, as these are important skills in the workplace.

We make sure that every trainee has a personal development plan that is tailored to their individual needs. Trainees are encouraged to work at their own pace and to work within the group to help develop knowledge and increase confidence.

POTENTIAL EMPLOYMENT OPPORTUNITIES

Offices, Accounts, Secretarial, Stores, Estate Agents, Schools and Colleges, Doctors Surgeries, Hospitals, Travel Agents, Councils, Government Departments etc

KEY COMPONENTS

- **Operating a reception desk and switchboard**

Talking to people face to face and on the telephone in a work setting, and being responsible for recording and passing on important messages, can be a challenge. With supervised training, trainee's confidence and competency grows by working on reception and operating the switchboard.

- **Photocopying skills**

Trainees learn how to operate a photocopier and develop their photocopying skills so that they can confidently complete real work for SHARE.

- **Typing and Word processing**

All trainees are encouraged to develop typing skills using the latest word processing technology. With the help of typing tutor programmes and the project supervisor, trainees typing skills reach a standard acceptable by employers.

- **Filing**

With the use of hands-on assignments, trainees learn how to file documents, and they develop an understanding of essential filing rules that are used in most office environments.

- **Mail handling**

Trainees also learn how to handle both incoming and outgoing mail. Trainees develop the skills and knowledge to log and distribute incoming letters and parcels, and collecting, franking and dispatching outgoing mail on a daily basis.