Business Administration Level 2

ВИРТУАЛЬНЫЙ ПРАКТИКУМ

Демо-версия

Структура курса

Communication in a Business Environment

Aims and Objectives	Демо-версия
- Aims and Objectives: Communication in a Business Environment	✓
i-ACT: Business Communication	Демо-версия
- Forms of Communication	✓
- Appropriate Methods of Communication and the Audience	✓
- Forms of Communication	✓
- Appropriate Methods of Communication and the Audience	✓
- Forms of Communication	✓
i-ACT: Verbal, Non-Verbal and Written Business Communication	Демо-версия
- Written Communication	✓
- Non-Verbal Communication	✓
- Written Communication	✓
- Non-Verbal Communication	✓
- Verbal, Non-Verbal and Written Business Communication	✓
i-ACT: Appropriate Response in Business Communication	Демо-версия
- Communicating in Different Situations	✓
- Company Standards and Policies	✓
- Communicating in Different Situations	✓
- Company Standards and Policies	✓
- Appropriate Response in Business Communication	✓
i-Practice: Writing a Letter	Демо-версия
- Writing a Letter	✓
- Writing a Letter (Assessment)	✓
i-Practice: Writing a Business Email	Демо-версия
- Writing a Business Email	✓
- Writing a Business Email (Assessment)	✓
i-Practice: Making a Phone Call	Демо-версия
- Making a Phone Call	✓
- Making a Phone Call (Assessment)	✓
i-Practice: Responding to a Phone Call	Демо-версия
- Responding to a Phone Call	✓
- Responding to a Phone Call (Assessment)	✓

Principles of Business Document Production and Information Management

Aims and Objectives

- Aims and Objectives: Principles of Business Document Production and Information Management

i-ACT: Types, Formats and Legislation Related to Business Documents

- Kinds of Documents Businesses Use
- Effect of Legislation on Business Information Usage
- Different Kinds of Documents Used by Businesses
- Legislation and Security Related to Business Documents
- Different Kinds of Documents Used by Businesses

i-ACT: Preparing Business Documents

- Preparing Business Documents
- Preparing Business Documents
- Quality Standards in Business Documents
- Preparing Business Documents

i-ACT: Information Management in Business Organisations

- Business Information and Document Production
- Distribution, Data Storage and Version Control
- Different Types of Business Information
- Hardware
- Recognise Different Types of Business Information
- Different Types of Business Information

i-ACT: The Purpose and Use of Business Documents

- The Purpose of Business Documents
- Documents for Internal and External Communication
- Producing Business Documents
- The Purpose and Use of Business Documents

i-Practice: Packaging, Weighing and Sending a Parcel

- Packaging, Weighing and Sending a Parcel
- Packaging, Weighing and Sending a Parcel (Assessment)

Understand Employer Organisations

Aims and Objectives

- Aims and Objectives: Understand Employer Organisations

i-ACT: The Organisational Environment

- Organisational Sectors
- Internal and External Challenges
- Sectors and Challenges
- Understanding the Organisational Environment
- The Organisational Environment

i-ACT: Different Organisational Structures

- Organisational Structures: Types, Pros and Cons
- The SWOT and PESTLE Models of Analysis
- Types of Organisational Structures
- Structures and Analysis Models
- Organisational Structures and Analysis Models

i-ACT: The Different Legal Structures
- Private, Public and Voluntary Organisations
- Organisations in the Private, Public and Voluntary Sectors
- The Different Legal Structures

Manage Personal Performance and Development

Aims and Objectives
- Aims and Objectives: Manage Personal Performance and Development

i-ACT: Managing Personal Performance, Time and Workload
- Managing Personal Performance, Time and Workload
- Managing Personal Performance, Time and Workload
- Managing Personal Performance, Time and Workload

i-ACT: Personal Development Needs, Policies and Benefits
- Personal Development Needs, Policies and Benefits
- Personal Development Needs, Policies and Benefits
- Manage Personal Performance and Development
- Personal Development Needs, Policies and Benefits

i-Practice: Personal Development Plan
- Personal Development Plan
- Personal Development Plan (Assessment)

Develop Working Relationships with Colleagues

Aims and Objectives
- Aims and Objectives: Develop Working Relationships with Colleagues

i-ACT: Effective Team Working
- Effective Team Working
- Communication Processes
- Conflict Management Techniques
- Mapping Effective Team Working
- Effective Team Working

i-ACT: Collaborating with Colleagues to Resolve Problems
- Collaborating with Colleagues on Problems
- How to Get the Team Involved
- Problem Scenarios
- Problem Scenario – Double Booking
- Identifying and Resolving Problems
- Communicating Problems
- Resolving Problems

i-ACT: Warning Colleagues of Problems and Changes
- Warning Colleagues of Problems and Changes
- Kübler-Ross Change Curve
- Kotter's 8 Step Change Model
- Stages of Change
- Warning of Changes

- Label the Stages of Change
- Communicating Problems and Changes

Health and Safety in a Business Environment

- Aims and Objectives
    - Aims and Objectives: Health and Safety in a Business Environment
- i-ACT: Health and Safety Requirements and Responsibilities in a Business Environment
    - Complying with Health and Safety Requirements
    - Health and Safety Responsibilities of Employers; Own Responsibilities for Health and Safety in the Business Environment
    - Follow Manufacturers and Organisational Instructions for the Use of Equipment, Materials and Products
    - Own Responsibilities for Health and Safety in the Business Environment
    - Following Organisational Procedures and Legal Requirements to Minimise Risks to Health and Safety
    - Complying with Health and Safety Requirements
- i-ACT: Work in a Safe Way in a Business Environment
    - Possible Health and Safety Hazards in the Business Environment
    - How Accidents Can Be Avoided in the Business Environment
    - Report Hazards and Accidents That Occur in the Business Environment
    - Staying Safe at Work
    - Report Hazards and Accidents that Occur in the Business Environment
    - Safety at Work
- i-Practice: Risk Assessment in the Workplace
    - Risk Assessment in the Workplace
    - Risk Assessment in the Workplace (Assessment)

Use a Telephone and Voicemail System

- Aims and Objectives
    - Aims and Objectives: Use a Telephone and Voicemail System
- i-ACT: Using Telephone Systems
    - Factors to Consider When Using Telephone Systems
    - Giving Excellent Customer Service
    - What to Do When It Goes Wrong
    - Factors to Consider When Using Telephone Systems
    - Giving Excellent Customer Service
    - Using Telephone Systems
- i-ACT: Making and Receiving Calls
    - Factors to Consider when Making and Receiving Calls
    - Making Conference Calls
    - The Order of the Call
    - Making and Receiving Calls
    - Making and Receiving Calls
- i-ACT: Voicemail Systems
    - Factors to Consider when Using Voicemail Systems

  - What to Do When Things Go Wrong. Voicemail Systems
  - Using Voicemail Systems
  - Using Voicemail Systems
- i-Practice: Making a Call
  - Making a Call to a Lead Customer and Leaving a Message
  - Making a Call to a Lead Customer and Leaving a Message (Assessment)
  - Making a Call to a Lead Customer to Renew the Contract
  - Making a Call to a Lead Customer to Renew the Contract (Assessment)
- i-Practice: Receiving a Call
  - Receiving a Call
  - Receiving a Call (Assessment)

Meet and Welcome Visitors in a Business Environment

- Aims and Objectives
  - Aims and Objectives: Meet and Welcome Visitors in a Business Environment
- i-ACT: Meet and Greet Requirements
  - Organisation’s Procedures for Dealing with Visitors
  - Receiving a Visitor
  - Meet and Greet Requirements
  - Meet and Greet Requirements
- i-ACT: Meet and Greet Requirements (Role of a Receptionist)
  - Steps to Be Followed When Welcoming a Visitor
  - Sequence of Tasks Performed by Receptionist
  - Meet and Greet Requirements for Receptionists
  - Meet and Greet Requirements
- i-Practice: Meet and Greet Procedures
  - Meet and Welcome Visitors in a Business Environment
  - Meet and Welcome Visitors in a Business Environment (Assessment)

Manage Diary Systems

- Aims and Objectives
  - Aims and Objectives: Manage Diary Systems
- i-ACT: Working with Diary Systems
  - Managing Paper and Electronic Diaries
  - Managing Diaries
  - Managing Your Diary More Effectively
  - Managing Paper and Electronic Diaries
  - Effectively Managing Diaries
  - Working with Paper and Electronic Diary Systems
- i-ACT: Managing Diary Systems
  - Creating a Diary Entry
  - Managing Electronic Diary Systems
  - Calendar Confidentiality
  - Managing Diary Systems

- Managing Diary Systems

Collate and Report Data

- Aims and Objectives
  - Aims and Objectives: Collate and Report Data
- i-ACT: Collating Data
  - Managing Data – Issues and Legislation
  - Managing Data – Protecting Sensitive Information
  - Collating Data
  - Collating Data
- i-ACT: Organising the Collated Data
  - Organising the Collated Data
  - Organising Collated Data
  - Identifying Different Ways to Represent Data
  - Organising the Collected Data
- i-ACT: Presenting and Reporting the Collated Data
  - Presenting and Reporting the Collated Data
  - Presenting and Reporting the Collated Data
  - Presenting and Reporting the Collated Data

Store and Retrieve Information

- Aims and Objectives
  - Aims and Objectives: Store and Retrieve Information
- i-ACT: Effective Information Storage and Retrieval
  - Paper and Electronic Documents
  - Data Protection and Archiving
  - Paper and Electronic Documents
  - Electronic Document Storage
  - Effective Information Retrieval
- i-ACT: Gathering and Storing Information
  - Gathering and Storing Information
  - Gathering and Storing Information
  - Gathering and Storing Information
- i-ACT: Retrieving Information
  - Retrieving Information
  - Retrieving Information
  - Retrieving Information
- i-Practice: Store and Retrieve Information
  - Storing and Retrieving a File
  - Storing and Retrieving a File (Assessment)

Produce Minutes of Meetings

- Aims and Objectives
  - Aims and Objectives: Produce Minutes of Meetings
- i-ACT: Introduction to Meeting Structure and Minutes

- Meeting Structure and the Importance of Minutes
- Meeting Structure and the Importance of Minutes
- Meeting Structure and the Importance of Minutes

i-ACT: Understanding the Role of the Minute Taker
- The Role of the Minute Taker
- The Role of the Minute Taker
- The Role of the Minute Taker

i-ACT: Produce Minutes of Meetings
- Producing Minutes of Meetings
- Producing Minutes of Meetings
- Producing Minutes of Meetings

Handle Outgoing and Incoming Mail

Aims and Objectives
- Aims and Objectives: Handle Outgoing and Incoming Mail

i-ACT: Understanding How to Deal With Mail
- Understanding How to Deal with Mail
- Dealing with Mail
- Understanding How to Deal with Mail
- Understanding How to Deal with Mail

i-ACT: Handling Incoming and Outgoing Mail
- Handling Incoming and Outgoing Mail
- Handling Incoming and Outgoing Mail
- Handling Incoming and Outgoing Mail

i-Practice: Sending and Receiving Franked and Stamped Mail
- Sending and Receiving Franked and Stamped Mail
- Sending and Receiving Franked and Stamped Mail (Assessment)

Provide Reception Services

Aims and Objectives
- Aims and Objectives: Provide Reception Services

i-ACT: Reception Services
- Roles of a Receptionist
- Skills and Qualities of a Receptionist
- Managing Visitors
- Dealing with Challenging Customers
- Receptionist’s Responsibilities
- Reception Services and Visitor Management

i-ACT: Receptionist’s Responsibilities
- Receptionist’s Duties
- Welcoming and Communicating with Visitors
- Security and Confidentiality
- Communicating with Visitors
- Receptionist Duties and Data Protection

- Receptionist’s Roles and Responsibilities

Archive Information

Aims and Objectives
- Aims and Objectives: Archive Information

i-ACT: Archiving
- Why Archive?
- Archiving Versus Back Up and Preventing Possible Problems
- Policies for Archiving
- Archiving
- Archiving

Stationery and Office Equipment

Aims and Objectives
- Aims and Objectives: Stationery and Office Equipment

i-ACT: Maintain and Issue Stationery and Supplies
- Stationery Supplies Overview
- Stock Ordering Strategy
- Inventory Specifics Match
- Late Delivery Solutions

i-ACT: Use and Maintain Office Equipment
- Office Equipment Overview
- Workplace Equipment Faults
- Equipment Use Match
- Equipment Fault Specifics

i-Practice: Using a Multi-Purpose Copier
- Copying
- Copying (Assessment)
- Printing
- Printing (Assessment)
- Scanning
- Scanning (Assessment)

Contribute to the Organisation of an Event

Aims and Objectives
- Aims and Objectives: Contribute to the Organisation of an Event

i-ACT: Contribute to the Organisation of an Event
- Identifying Possible Events in an Organisation
- Resources Required for Events
- Elements Used in the Organisation of an Event
- Understanding the Resources Required for Events
- Organising Events and Required Resources

i-ACT: Event Organisation
- Planning and Organising an Event
- i:Ask: Potential Problems That May Arise

  - Identifying Questions to Ask When Planning and Organising an Event
  - Resolving Potential Problems That May Arise
  - Event Organisation
- i-ACT: Setting Up, Packing Down and Following Up After an Event
  - Setting Up on the Day
  - Packing Away and Following Up After an Event
  - Identifying Resources Required for Setting Up on the Day
  - Understanding Packing Away and Following Up After an Event
  - Setting Up, Packing Away and Following Up After an Event
- i-Practice: Organising an Event
  - Organise an Event
  - Organise an Event (Assessment)

Organise Business Travel or Accommodation

- Aims and Objectives
  - Aims and Objectives: Organise Business Travel or Accommodation
- i-ACT: Business Travel Preparation
  - Business Travel Preparation
  - Business Travel Preparation
  - Business Travel Preparation
- i-ACT: Making Travel Arrangements
  - Making Travel Arrangements
  - Understanding Making Travel Arrangements
  - Key Elements of Making Travel Arrangements
- i-Practice: Making Travel and Accommodation Arrangements
  - Making Travel and Accommodation Arrangements
  - Making Travel and Accommodation Arrangements (Assessment)

Provide Administrative Support for Meetings

- Aims and Objectives
  - Aims and Objectives: Provide Administrative Support for Meetings
- i-ACT: Administration of Meetings
  - Common Meeting Terminology and Definitions
  - Things to Consider When Planning a Meeting
  - Key Features, Types and the People Involved in Meetings
  - Organise a Meeting and Provide Support During It and Afterwards
  - Understanding Key Terms in Meetings, and Meeting Types
  - Meeting Terms and Types, Legislation and People’s Roles
  - Understanding Legal Implications, Terms for Set Roles at Meetings, and Meeting Types
- i-ACT: Administrative Preparations and Support for Meetings
  - Administrative Preparations and Support for Meetings
  - Distribution Methods Pros and Cons
  - Meeting Room Layouts and Resources
  - Meeting Resources and Layouts

- Understanding Processes Required Preparing for, During and After Meetings
- Preparation and Support for Meetings

Employee Rights and Responsibilities

Aims and Objectives
  - Aims and Objectives: Employee Rights and Responsibilities

i-ACT: Organisations and Industries
  - Organisations and Career Pathways
  - Codes of Practice and Representative Bodies
  - Organisations and Career Pathways
  - Codes of Practice and Representative Bodies
  - Organisations and Industries

i-ACT: Employer and Employee Rights and Obligations
  - Employment Rights
  - Employment Obligations
  - Employment Rights
  - Employment Obligations
  - Employment Rights and Obligations

i-ACT: Employer's Expectations and Employment Rights and Responsibilities
  - Professional Conduct
  - Procedures, Documents and Sources of Information
  - Professional Conduct
  - Procedures, Documents and Sources of Information
  - Employment Expectations, Rights and Responsibilities

Develop a Presentation

Aims and Objectives
  - Aims and Objectives: Develop a Presentation

i-ACT: Developing a Presentation
  - Developing a Presentation
  - Preparing for Your Presentation
  - Preparing for and Developing a Presentation
  - Preparing for and Developing a Presentation

i-ACT: Completing a Presentation
  - Structuring, Presenting and Reviewing a Presentation
  - Presentation Structure
  - Presenting and Reviewing a Presentation

Deliver a Presentation

Aims and Objectives
  - Aims and Objectives: Deliver a Presentation

i-ACT: Principles Underpinning the Delivery of Presentations
  - Different Ways of Presenting
  - Principles Underpinning the Delivery of Presentations
  - Evaluating Your Presentation

    - Learning Styles
    - Presentation Styles
    - Planning Your Presentations
- i-ACT: Delivering a Presentation
    - Preparing for a Presentation
    - Body Language and Tone of Voice
    - Preparing for a Presentation
    - Delivering a Confident Presentation
    - Delivering a Presentation
- i-Practice: Preparing and Delivering a Presentation
    - Preparing a Presentation
    - Preparing a Presentation (Assessment)
    - Delivering a Presentation
    - Delivering a Presentation (Assessment)

Processing Customers Financial Transactions

- Aims and Objectives
    - Aims and Objectives: Processing Customers Financial Transactions
- i-ACT: Customer Transactions and Documentation
    - Handling Payments
    - Legal Requirements, Industry Regulations, Professional Codes and Company Policies
    - Making and Receiving Payments
    - Transactions and Requirements
    - Transactions and Documentation
- i-ACT: Complying with Organisation Procedures When Dealing with Financial Transactions
    - Systems and Procedures
    - Systems and Procedures
    - Systems and Procedures
- i-Practice: Processing Direct Debit
    - Processing Direct Debit
    - Processing Direct Debit (Assessment)
- i-Practice: Taking Cash Payments
    - Taking Cash Payments
    - Taking Cash Payments (Assessment)
- i-Practice: Processing Card Payments
    - Taking Card Payments
    - Taking Card Payments (Assessment)
- i-Practice: Processing Invoices
    - Processing Invoices
    - Processing Invoices (Assessment)
- i-Practice: Processing Purchase Orders
    - Processing Purchase Orders
    - Processing Purchase Orders (Assessment)

Deliver Customer Service

- Aims and Objectives
    - Aims and Objectives: Deliver Customer Service
- i-ACT: Working with Customers
    - Customers’ Needs, Expectations and Satisfaction
    - Promises to the Customer and the Pillars of Customer Service
    - Measuring the Effectiveness of Customer Service
    - How to Treat the Customers
    - Customer Service
    - Working with Customers
- i-ACT: How Organisation and Brand Can Influence Customer Service
    - Products and Services
    - The Importance of a Brand
    - Linking the Brand to Customer Service
    - Products, Services and Brand Identity
    - How Organisation and Brand Can Influence Customer Service
- i-ACT: Preparing and Delivering Customer Service
    - Standards of Presentation and Behaviour
    - The Customer Service Journey
    - Policies, Procedures and Legal Requirements
    - Customer Service Legislation and Company Policies
    - Customer Service Policies and Legislation
    - Preparing and Delivering Customer Service
- i-ACT: Improving Customer Service
    - Identifying Improvements to Be Made
    - How to Improve Customer Service
    - Ways to Improve Customer Service
    - Understanding How to Improve Customer Service

Develop Customer Relationships

- Aims and Objectives
    - Aims and Objectives: Develop Customer Relationships
- i-ACT: Developing and Supporting Relationships with Customers
    - The Customer Relationship
    - Customer Loyalty, Retention And Expectations
    - The Customer Relationship
    - The Customer Relationship
- i-ACT: Working with Customer Feedback
    - Ways to Share Feedback From Customers
    - Taking action and logging feedback
    - Importance of Customer Feedback
    - Managing customer feedback
    - Importance of Customer Feedback
- i-ACT: Communication with Customers and CRM Systems

- Understanding the basics of CRM for internal and external customers
- Communications Between Internal and External Customers
- Communication with Customers and CRM Systems
- Communication with Customers and CRM Systems

i-Practice: Good Customer Service

- Good Customer Service
- Good Customer Service (Assessment)

Use Email

Aims and Objectives

- Aims and Objectives: Use Email

i-ACT: Guidelines and Procedures for Using Email

- Composing and Sending Emails
- Responding to and Formatting an Email
- Respect, Safety and Organising Contacts
- Sending and Formatting Emails
- Respect, Safety and Organising Contacts
- Guidelines and Procedures for Using Email

Principles of Equality and Diversity in the Workplace

Aims and Objectives

- Aims and Objectives: Principles of Equality and Diversity in the Workplace

i-ACT: Understanding the Implications of Equality Legislation

- Equality, Diversity and Discrimination
- Characteristics Protected by the Equality Act 2010
- Direct and Indirect Discrimination and Harassment
- Protected Characteristics
- The Implications of Equality Legislation
- Understanding the Implications of Equality Legislation

i-ACT: Compliance with Equality and Diversity Legislation

- The Effects of an Organisation’s Attitude to Equality and Diversity
- Advisory Bodies and Judicial Measures
- Complying with AntLegislation
- Legislation, Codes of Practice and the EHRC
- Compliance with Equality and Diversity Legislation

i-ACT: Equality and Diversity Context in the Workplace — Understanding Organisational Standards and Expectations

- Positive and Negative Outcomes of Equality and Diversity Policies
- Organisational Standards and Expectations for Equality and Diversity in the Workplace
- Challenging Negativity and Reporting Discriminatory Behaviour
- Prejudice, Stereotypes and Discrimination
- Behaviours and Actions
- Understanding Standards and Expectations for Equality and Diversity in the Workplace