

Course Info

Business, Retail and Administration

Entry Level Skills for Working Life – Business & Retail Route

What's it all about?

This course provides an introduction to the business, retail and administration workplace and helps students to develop skills needed for work in these areas.

What do I need?

Reasonable standards of English and Maths, an interest in business administration and retail.

How long will it take?

One Year

What successful students may go on to do:

BTEC Introductory Diploma in Business, Retail and Administration

Business, Retail and Administration

BTEC Introductory Diploma Level 1

What's it all about?

The course offers students the opportunity to explore business, customer service, finance, health and safety, communication and work experience.

What do I need?

Four GCSEs at grades D-G

How long will it take?

One year

What successful students may go on to do:

- Further education courses such as Business Administration BTEC Diploma with NVQ
- Vocational training or employment.

Business Administration

BTEC Diploma with NVQ Level 2

What's it all about?

An opportunity to study administration, looking at business activities, administration, customer service, communication and meetings, projects and events. Students will undertake practical work activities in our realistic working environment.

What do I need?

Four GCSEs at grade D or above

How long will it take?

One year

What successful students may go on to do:

- Business Administration BTEC Award/Diploma Level 3
- Modern apprenticeship in Business Administration
- Employment in an administrative environment.

Business Administration

BTEC Diploma with OCR Level 3

What's it all about?

An opportunity to learn and develop skills for business through modules covering administration, customer services, communication, projects and events, law and IT. Students will also study for OCR text and word-processing qualifications. Practical experience will be gained through working in Aspirations Administration Agency.

What do I need?

Four GCSEs at grade C or above

How long will it take?

One year

What successful students may go on to do:

- Higher education in subjects such as Business Administration
- Modern apprenticeship in Business Administration
- Employment in an administrative environment.

Business Administration

BTEC National Diploma Level 3

What's it all about?

This course is for students who wish to enter a range of employment and degrees in the field of business. Students will study business activity, marketing and human resources, financial accounting, retail, event management and management.

What do I need?

Four GCSEs at grade C or above

How long will it take?

Two years

What successful students may go on to do:

Higher education programmes in Accounting, Business, Marketing and PR and Human Resources.

Apprenticeships: Accounting

NVQ Level 2/Level 3

What's it all about?

The Level 2 Accounting course is made up of an NVQ and Key Skills in communication and application of number at Level 1. NVQ units include making and recording payments, recording income and receipts and working with computers. Level 3 Accounting consists of an NVQ and Key Skills communication and application of number at Level 2.

What do I need?

Level 2: Four GCSEs at grade D or above

Level 3: Four GCSEs at grade C or above or NVQ Level 2 in a related area

How long will it take?

Each level takes up to two years

What does the programme involve?

You will attend college one day each week to work on NVQ Level 2/3 in Accounting. The rest of the week, you will attend your work placement which will be in an accounting environment.

You will also receive a training allowance and help with travel expenses. For further details about apprenticeships contact trainingunit@cleveland.ac.uk



Apprenticeships: Business Administration

NVQ Level 2/Level 3

What's it all about?

Business Administration at Level 2 is made up of an NVQ, Key Skills and a technical certificate. The NVQ consists of five units including managing diary systems, dealing with visitors, and database software. Key Skills are Communication at Level 2 and Application of Number at Level 1. Business Administration at Level 3 consists of an NVQ and technical certificate. The NVQ consists of six units including supervise an office facility, word processing and database software.

What do I need?

Level 2: Four GCSEs at grade D or above

Level 3: Four GCSEs at grade C or above or NVQ Level 2 in a related area. To qualify for the Advanced Apprenticeship you must secure suitable employment in the area of administration which will enable you to achieve an NVQ at Level 3.

How long will it take?

Each level takes up to two years

What does the programme involve?

You will attend college one day each week to work on NVQ Level 2/3 in Business Administration. The rest of the week, you will attend your work placement which will give you the opportunity to carry out a range of administrative duties.

As this is such a diverse subject, there are a range of different placements available, for example:

- School Secretary
- Personnel
- Marketing

You will also receive a training allowance and help with travel expenses. For further details about apprenticeships contact trainingunit@cleveland.ac.uk



Meet the Staff: Business & Administration tutors



Left to right:

Phil Smith,
Carole Glasgow,
Lorina Stage,
Maria Parker,
Jane Daniel,
Annette Hughes,
Julie Whiteley
and
Brenda Scott

Business & Administration



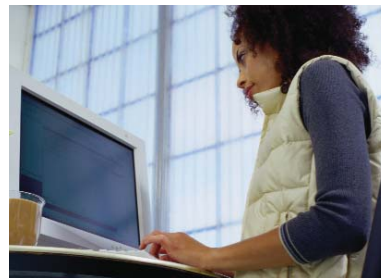
REDCAR &
CLEVELAND
COLLEGE

RAISING ASPIRATIONS
EXCEEDING EXPECTATIONS

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Corporation Road, Redcar TS10 1EZ



Agency gives students 'Aspirations'

Students studying the Administration BTEC Diploma Level 2 and 3 at Redcar & Cleveland College are getting the best work experience possible thanks to a special administration agency in the college. Aspirations Administration Agency is a real working environment dealing with administration for customers and suppliers.

Part of the Simtec organisation, students work in the agency six hours a week in addition to class time and last year handled paperwork relating to £44,000 of goods and services.

Working in the agency, students move round departments including customer relations, personnel, sales, accounts, stock and purchasing.

To work in the agency and be given the opportunity to learn the valuable skills employers are looking for, students must sign a contract agreeing to comply with the rules on dress, conduct and attendance.

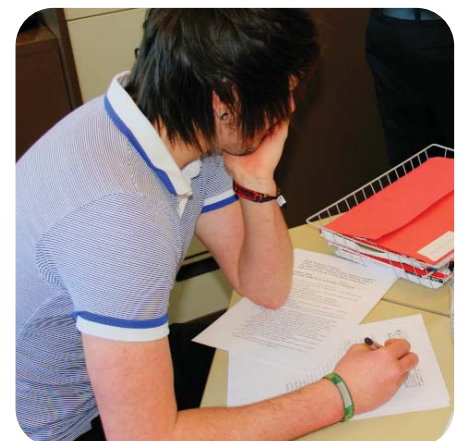
As in any other workplace, the students have to learn to get along with each other and there is a diverse

range of age, gender and ability. Level 3 students who do well have the opportunity to become supervisors in the agency.

The agency is very busy and there are many targets to achieve and deadlines that must be met. Students gain valuable experience working in a busy and dynamic environment and learn many essential administration skills including: answering telephone calls and dealing with customers; dealing with complaints and queries, and; using office equipment, including the photocopier and franking machine.

The students also write business letters and memos and are asked to complete other tasks that give them the opportunity to use most types of computer software.

The staff and students are not the only ones to recognise the value of working in Aspirations. The agency recently received accreditation from awarding body OCR, enabling students to achieve an NVQ Level 2 in Business Administration alongside their BTEC Diploma in Administration.



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Triple success

Twins Josh and Wayne Jackson and friend Kurt Hopson have come a long way since they started at Redcar & Cleveland College.

The three friends all joined the Business, Retail and Administration BTEC Introductory Diploma Level 1 from West Redcar School, now Redcar Community College.

They had all planned to do A levels after school but didn't achieve the grades needed at GCSE. All three enjoyed studying business at school and so decided to continue it at Redcar & Cleveland College

From Level 1, they progressed to the Business, Retail and Administration BTEC Diploma Level 2. As they reached the end of Level 2, they became determined to finish their

Level 3 and go on to university. The grades they all achieved kept them going and they really enjoyed the course through the knowledge that they could make it.

Whilst on the course they have taken part in charity events, our enterprise scheme 'The Plunge', worked in the college's administration centre – SIMTEC, organised a Christmas party for the department, took part in a charity fair raising funds for James Cook University Hospital and made lots of new friends along the way.

Josh has been accepted at the University of Teesside to study Business Management, and Wayne has chosen to broaden his horizons by studying Business and Marketing further afield in Newcastle. Kurt is still considering his choices between employment in Business Administration and higher education in Business.

Josh and Wayne never intended to go to university when they joined the college, thinking they weren't 'brainy' enough, but the more qualifications they attained, the more determined they became to finish and have a well paid, fulfilling career, not a 'dead-end job'.

The three friends now boast a range of qualifications, each gained on the course, including the Business, Retail and Administration BTEC National Diploma Level 3, Preparation for Higher Education Level 4, Digital Applications Diploma, and Business and Administration NVQ Level 2.

The three said "It's a great course – it works if you want to go to university and worth doing if you want to build qualifications. The tutors are really nice and helpful; they give good guidance and they're fun to be around".



Student Profile: Kirsty Macleod



Ex-Rye Hills pupil

National Diploma in Business

When Kirsty left school with 11 GCSEs at grades A-C, including english and maths, she thought her next step should be to join her friends at another local college to study four A levels.

Once she started she quickly realised that A levels were not the right choice for her, but she stuck it out until her AS exams. Kirsty knew she didn't want to return to A levels but didn't know what other options were available to her until her mum gave her a Redcar & Cleveland College prospectus.

Kirsty said "I was really surprised at the range of courses and subjects available."

"When I discovered the courses available and I didn't have exams but could still go to university, I decided it was definitely for me."

"I've loved doing the course and the different range of modules on offer."

Kirsty's favourite part of the course has been learning about marketing enterprise and gaining a real insight into different types of business.

When Kirsty finishes her course she hopes to study management at the Teesside Business School at the University of Teesside.

Students 'love' charity

Students were getting in a romantic mood for charity in the run up to this year's Valentines Day.

A group of students organised the charity fundraising event selling handmade Valentines cards for one of their course units in event planning.

The second year, Business and Administration BTEC Level 3 students, made over £60 for local children's hospice, Zoe's Place.

The stall also held a raffle with prizes including a ride in a limousine, chocolates and a cuddly teddy bear.

The group split into two teams, girls versus boys, with each team appointing people in the group to be

in charge of a different area which included a team leader, treasurer, administrator, marketing and sales.

The girls' team won the task by making the most money and the whole group received a letter of thanks and certificate for their fundraising efforts.



In memory of Laura

A Christmas fair, sponsored walk and an end-of-year party are just some of the fundraising activities Administration students at Redcar & Cleveland College organised in memory of a fellow student.

Laura Appleby sadly died from Cystic Fibrosis in October 2006, prompting her fellow students to raise a fantastic £840, of which £640 went to Ward 21, the Children's Ward at James Cook University Hospital. A local charity for children with special needs also received £200.

The students were even able to include the organisational work for the Christmas fair into a module of their qualification due to the teamwork involved.

Laura has been greatly missed by staff and students and it was for this reason that they chose to donate the money to Ward 21 where Laura had spent much time receiving treatment.

With the money the hospital are planning to purchase new, brightly coloured bedding and curtains and a smoothie maker with milkshake glasses requested by young people.

Cathy Brammer, Ward 21 Manager, said about the students fundraising; "It really is a fantastic effort and will really make a difference for young people using our services. I think Laura would be so pleased to be remembered in this way".

Head Start to Higher Education

Applying to university was something Lizzie Webb hadn't even considered whilst she was a student at Redcar & Cleveland College.

But after completing the HEadstart PHE (Preparation for Higher Education) module at college, Lizzie decided that university was for her - and is now a first year BA (Hons) Business Management student at the University of Teesside's Business School.

The HEadstart programme enables college students to learn more about what higher education involves, while sampling a taste of university life by attending the University for lectures, completing assignments and working on group presentations.

Since joining the course, Lizzie has also won the FE+ Award for Business Management and Professional Award and the Celebration of Achievement Student of the Year for Business, Administration, Medical, Equine.

Lizzie, 19, of Marske, said: "Before starting the module at college I

wasn't even thinking about university, but I really enjoyed learning what it involved and coming into lectures at Teesside. I decided that I wanted to go to university to give myself a few more choices at the end of it."

Kirsty MacLeod, 19, of New Marske, has applied to the University of Teesside to study business or human resources after recently completing the PHE module at Redcar & Cleveland College.

She said: "I really enjoyed the essay writing and group presentations and coming into the University for lectures and open days."

Gary Groom, Principal of Redcar & Cleveland College, said: "The programme is now being rolled out to other colleges across the Tees Valley. Redcar & Cleveland College is proud to have initiated this programme in partnership with the University of Teesside and we're exceptionally proud of our students who have achieved so much from it."

