

Executive Office Skills Level 2



Course Code:	LNNC46SH
Enrolment Fee:	£355.00
Format:	Paper
Award:	Level 2
Accreditation:	NCFE
Study Time:	60 Hours
Experience:	No Entry Requirements

Enrolment Fee ~~£355.00~~

Enrol today and pay

only £275.00

A Distance Learning Course is the ideal way to gain a qualification without having the worry of trying to fit your studies around your everyday life. You can complete your studies in your own time and we are on hand seven days a week to help you plan your future.

Course Description

If you want to develop your knowledge of Executive Office Skills so that you can embark on a rewarding career or you are already working in a related field and want to improve your career prospects, then this is the course for you.

The Distance Learning **Executive Office Skills course** aims to provide you with the knowledge required to manage office operations effectively and supervise colleagues in an office environment.

The course is designed to help you gain business skills in project management, communication and training administration which will in turn prepare you for a senior office position. It is also an ideal course for those wishing to gain a knowledge of running an office when starting up their own business.

Our aim is to provide you with the best deal available, therefore registration fee, certification fee and full tutor support is included in the course price for you.

Previous Knowledge Required

You do not need any prior learning knowledge or experience to take this course. This course is openly available to anyone who wishes to take part in a highly rewarding home study course, although you would be expected to have a reasonable standard of literacy.

You have the freedom to start the course at any time and continue your studies at your own pace for a period of up to 12 months from initial registration with the full support of your Tutor.

Support

You will receive the entire package of course materials in a single dispatch together with dedicated Tutor Support for 12 months. All assignments are marked by one of our professional Tutors who will offer regular feedback and guide you through your course.

You will be provided with the telephone number for your dedicated Student Support Team who will be available for any other queries that you may have whilst completing your course. You can be assured that you will receive unlimited support for your home study course, so there is no need to struggle or feel isolated during your studies.

Assessment

You must successfully complete a series of activities and assessments. Once all assessments and activities have been completed satisfactorily, you will then be awarded your certificate. The good news is, there is no final examination.

Modules

Unit 1 – Customer Services
- Face to face contact
- Dealing with awkward customers
- Where are you?
- Dealing with complaints
- Complaints policy
- Do’s and don’ts of complaint handling
- Is the customer always right?
- Dangerous contact
- Person to person contact

Unit 2 – Personnel Administration
- The work cycle
- Recruiting
- Interviewing
- Contract of employment
- Personnel files
- Data protection
- Job description
- Health and safety
- Staff security

Unit 3 – Project Management
- Defining a project
- Work breakdown structure
- Choosing your team
- Resourcing the information
- Who does what?
- Gantt charts

Unit 4– Communications
- Body language
- Appearance
- Language
- Listening skills
- Letter writing
- Using the telephone
- Getting the message
- Telecommunications Technology
- Communicating with Colleagues who work away from the office

Unit 5 – Training Administration
- The training cycle
- Who benefits from training
- Planning training
- Preparing course materials
- Delivering training
- Evaluating training

Awarding Organisation

At the end of this course successful learners will be awarded a certificate of achievement by NCFE. This course has been accredited under NCFE IIQ Licence by Kendal Publishing Limited which has been approved as an NCFE Investing in Quality (IIQ) centre to give formal recognition to our courses. We have designed our training courses specifically to meet the needs of learners who prefer to study from home. The course measurable learning outcomes have been benchmarked at Level 2 (using Ofqual's Qualification and Credit Framework (QCF) level descriptors) to allow you to consider the depth of study, difficulty, and level of achievement involved.

LearnNow

Embracing Distance Learning

Enrolment/Instalment Agreement Form

PayPal

Post your completed form to:
Learn Now
Hillhead House
Dartmouth Road
Kingswear
TQ5 0EX

Email: enrolments@learnnow.org.uk

Fax: 08435 240 521

Student Details

Title	First Name	Last Name
Home Tel. No.	Mobile No.	Date of Birth

Email Address

Billing Address – Please provide address card is registered at

Postcode

Delivery Address (if different from above)

Postcode

Course Name	Course Code

Will you be paying in full or by instalments (Please tick ✓) Payment in Full ☐ Instalments ☐

If paying by instalments, please choose method (Please tick ✓) Credit/Debit Card ☐ Paypal ☐

N.B. Not available to International Students

Deposit £	Monthly Instalment £	Term of Instalments
UK Delivery - Free ☐	Delivery to Europe - £40.00 ☐	Delivery to Rest of the World - £65.00 ☐

Payment method for payment in full (Please tick ✓) Credit/Debit Card ☐ Paypal ☐ Cheque ☐

For payment by credit/debit card, complete card details below. If you wish to pay by paypal, you will be sent a link by email to make payment. If you wish to pay by cheque, please attach cheque to this form. Cheques should be made payable to Learn Now

Payment method for payment by instalment plan (Please tick ✓) Credit/Debit Card ☐ Paypal ☐

For payment by credit/debit card, complete card details below. If you wish to pay by paypal, you will be sent an automated link by email to set up your payment schedule.

Credit/Debit Card Details		
Card Number (16 Digits)		Card Type (e.g. Visa, Maestro etc.)
Valid From Date	Expiry Date	Security No. (CSC) – 3 Digits
Issue No.	Please confirm the amount to be taken £	If instalment plan option chosen, initial deposit taken immediately, then first instalment will be taken 30 days following despatch of course and monthly thereafter.
Name as it appears on card (Please Print)		
Address Card is registered at, if different from above Postcode		
I the credit/debit cardholder authorise Learn Now to take payments as indicated above from my credit/debit card. I the student agree to the general terms and conditions of enrolment and the conditions of monthly payments set out in this agreement, if relevant. For full terms and conditions see http://www.learnnow.org.uk/termsconditions.html		
Signature of Cardholder		Date
Signature of Student		Date

Please return the completed and signed agreement to us using one of the following methods:

By Post to:
Learn Now
Hillhead House
Dartmouth Road
Kingswear
TQ5 0EX

By Email: enrolments@learnnow.org.uk

By Fax: +44 (0) 8435 240 521

On receipt of your completed agreement, we will aim to despatch your course within 48 hours. If you choose to pay by instalments, confirmation of your payment dates will be forwarded to you by email.

We look forward to welcoming you to Learn Now and will ensure you receive all the support and guidance you need to succeed in your chosen subject.

Should you have any queries concerning this form, please feel free to Contact our Student Advisors on 01392 581038.