

# Business



**Recognised qualifications are a must if you wish to progress in the business world. If you wish to qualify as an accountant, we have the professional AAT qualifications, which allows you to work towards gaining Accounting Technician status.**

From administration and accountancy to Customer Service and Contact Centres, we offer courses which are relevant to today's business jobs market and transferable to any career you choose.



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### Chileshe Chibamba, Higher National Diploma: Business



After finishing school in Zambia, South Africa, Chileshe wanted a career in business and realised she would need to take a course in this area. After looking on the internet for suitable courses and talking to tutors at Leicester College, Chileshe came over to study in Leicester. Chileshe is now involved in peer mentoring, which she does to help other learners like herself. Chileshe said:

"I've learnt a lot on this course. It's given me a wide range of experience of so many things. I've learnt entrepreneurship, communications and how to make presentations. I was expecting to learn academically, but not such a range of other skills. I've also made friends and learnt a new culture."



### Entry Level Diploma: Business

**Location: Abbey Park Campus**  
**Course Code: A8665**  
**Course Length: One Year**  
**Qualification Level: Entry**

#### What's it all about?

This course involves various modules around employability skills that will help you prepare for the level 1 course. You will also have the opportunity to develop your personal and social skills.

#### What does it involve?

You will study the following modules:

- induction to the College
- introduction to career progression
- developing skills for gaining employment
- introduction to preparation for a recruitment interview
- introduction to customer service.

Also you will develop your personal and social skills.

Functional skills to level 2 will be undertaken.

#### Are there exams?

No, assessment is continuous.

#### What entry qualifications do I need?

No formal qualifications. You will be required to attend an interview before being offered a place on the course.

#### What can I do afterwards?

Upon successful completion of the course you will have the opportunity to apply for a level 1 course. You will acquire employability skills that can be used to enter the workplace.

#### What days and times will I be in College?

You will be required to attend College over three or four days per week.



### Business Administration/ Finance Diploma

**Location: Abbey Park Campus**  
**Course Code: A8658**  
**Course Length: One Year**  
**Qualification Level: 1**

#### What's it all about?

This is a starter qualification and is equivalent to two GCSEs at grade D to G, where you gain the opportunity to learn about Business Administration and Finance.

#### What does it involve?

Whilst studying on the level 1 Diploma you will learn about:

- business enterprise
- business administration, teamwork and communication skills
- personal finance and financial services
- sales and customer service in business
- careers and employment in business.

Functional skills to level 2 will be undertaken.

#### Are there exams?

No, assessment is continuous.

#### What entry qualifications do I need?

Four GCSEs or equivalent (any grade) including English.

#### What can I do afterwards?

Upon successful completion of the course you will be able to progress onto a level 2 qualification or seek employment in the Business Administration or Retail sectors.

#### What days and times will I be in College?

You will be expected to be in College over three or four days.

#### Are there any other things I need to know?

You will need determination to work hard and develop new skills.



## Level 2 Certificate: Accounting

**Location:** Abbey Park Campus  
**Course Code:** A8779  
**Course Length:** One Year  
**Qualification Level:** 2

### What's it all about?

It is a starter course if you wish to work in accounting, auditing and related areas of law and data processing. The course provides a practical approach to accounting work.

### What does it involve?

You will study receipt and payment transactions, communications, law, business administration, computerised accounts and data processing. You will not be required to undertake Functional Skills on this course.

### Are there exams?

Yes, exams and continuous assessment.

### What entry qualifications do I need?

Four GCSEs at grade D, or a level 1 vocational qualification, plus GCSE English at Grade D.

### What can I do afterwards?

You can progress onto a level 3 course or seek employment/promotion in the workplace.

### What days and times will I be in College?

This course will run over three days between Monday and Thursday.

## Apprenticeships Earn while you learn

A vast range to choose from, you can find your perfect apprenticeship at Leicester College. Find out more on page 8.

## BTEC Level 2 Diploma: Business

**Location:** Abbey Park Campus  
**Course Code:** A8788  
**Course Length:** Two Years  
**Qualification Level:** 2

### What's it all about?

You will have the opportunity to gain knowledge and skills in many subjects of the business sector.

### What does it involve?

As part of your studies you will cover a variety of subjects in the business field, for example:

- exploring business pressures
- business communication
- sales and customer service
- introduction to a business activity
- investigating financial control
- starting up a new business.

Many of our learners have part-time jobs that give an insight into modern business methods.

### Are there exams?

No, assessment is continuous.

### What entry qualifications do I need?

Four GCSEs at grade D, or a Merit in a level 1 vocational qualification plus GCSE English at Grade D.

### What can I do afterwards?

On successful completion of the course you will be able to apply to the level 3 Diploma or any other level 3 course. On successful completion of the course you may find work in the Business, Retail or Administration sector.

### What days and times will I be in College?

You will study for 14.5 hours a week, which will be spread over three or four days.

### Are there any other things I need to know?

There will be relevant industry visits.



## BTEC Level 3 National Diploma: Business

**Location:** Abbey Park Campus  
**Course Code:** A8781  
**Course Length:** Two Years  
**Qualification Level:** 3

### What's it all about?

The course is about how businesses operate including: people, money, marketing and communication in a business.

### What does it involve?

As part of your studies you will cover a variety of subjects in the business field, for example:

- business environment
- marketing
- communication in business
- business resources.

### Are there exams?

No, there are a variety of assessments including timed assignments, reports and presentations.

### What entry qualifications do I need?

Five GCSEs at grade A to C including English and maths.

### What can I do afterwards?

Optional progression to an HND in Business or a relevant degree in a related subject. This programme would provide career progression to suitable industry organisations.

### What days and times will I be in College?

This course will be timetabled over four days a week.

### Are there any other things I need to know?

There will be relevant industry visits.

## Travel

**How will you be travelling to College?**  
Find out about subsidised bus passes on page 7.

## Higher National Diploma: Business

**Location:** Abbey Park Campus  
**UCAS Code:** D26 422N  
**Course Length:** Two Years  
**Qualification Level:** 5

### What's it all about?

This course brings together the practical and theoretical elements of management and finance.

### What does it involve?

Year one focuses on key business topics such as:

- business environment
- business communications and analysis
- understanding business
- the enterprise journey
- financial decision making
- principles of marketing
- team working
- report writing, note-taking, presentations, word-processing, time management and project management
- business economics
- human resource management
- brand management, marketing research
- entrepreneurship in business today
- business law, european business issues
- regulatory accounting framework.

### Are there exams?

Yes, exams and continuous assessment.

### What entry qualifications do I need?

GCSE Maths and GCSE English (without this you need to complete a Literacy test) at grade C or equivalent and 100 UCAS points from one of the following:

- A2 qualification in a related subject
- Edexcel National Diploma/GNVQ Adv/AVCE in a related subject
- a relevant Access to HE course.

We welcome applications from adult and international learners.

### What can I do afterwards?

On completion of this HND you can "top up" to the BA (Honours) Business Studies at De Montfort University.

### What days and times will I be in College?

You will be in College for 16 hours per week.

### Are there any other things I need to know?

Visits to the Business and Financial sectors in the UK are regularly organised. The enhancement programme includes a visiting lecture schedule which provides realistic advice on working practice, career paths and progression opportunities.



## Access to Business

**Location:** Abbey Park Campus  
**Course Code:** A4470  
**Course Length:** One Year  
**Qualification Level:** 2

### What's it all about?

Designed to show that you have the potential to study at level 3, the course is for adult learners who wish to progress on to a level 3 Access to Higher Education course, although it may also allow you to gain entry to other level 3 courses.

### What does it involve?

You will study the BTEC level 2 Diploma in Business. You will have the opportunity to gain knowledge and skills in many subjects of the business sector. As part of your studies you will be cover a variety of subjects in the business field, for example:

- exploring business pressures
- business communication
- sales and customer service
- introduction to a business activity
- investigating financial control
- starting up a new business.

Many of our learners have part-time jobs that give an insight into modern business methods.

### Are there exams?

No, assessment is continuous.

### What entry qualifications do I need?

It is desirable that you hold at least four GCSEs at grade D however, applications from adults with significant life experiences will be considered.

### What can I do afterwards?

You will be able to progress onto a level 3 course. On successful completion of the course you will be able to apply for Administration positions.

### What days and times will I be in College?

You will study for 15 hours a week, which will be spread over three or four days.

Please see page 10 for more information on Access courses.

## Access to Higher Education Diploma: Business Studies

**Location:** Abbey Park Campus  
**Course Code:** A0374  
**Course Length:** One/Two Years  
**Qualification Level:** 3

### What's it all about?

Access to HE programmes provide a route to higher education for adults who have the ability to benefit from Higher Education but have not had the opportunity to do so.

### What does it involve?

You will study a variety of units in business-related topics, such as Management, International Management, Finance, Study Skills, GCSE English equivalent units. Assessment will be via projects, assignments and exams. You will have a personal tutor assigned to help you throughout the course.

### Are there exams?

Assessment will be through a combination of internal exams and continuous assessment.

### What entry qualifications do I need?

It is dependent on your life experiences including work experience, voluntary work, skills and experiences associated with parenthood.

There will be an initial advisory interview. You are expected to have substantial experience of life outside of formal education eg, experience of paid/unpaid work or parenting. You need to demonstrate literacy and numeracy skills at level 2. This may have been achieved previously by qualifications or on-course induction assessment.

### What can I do afterwards?

Upon successful completion of the course, you are able to apply for a Higher Qualification at either a university or college in a variety of subjects including HND/BA Business and Finance at Leicester College or De Montfort University.

### What days and times will I be in College?

You will be in College three days a week.

### Are there any other things I need to know?

When you attend your interview you will undertake literacy and numeracy assessments. At the end of the assessments the course team will allocate you a place on either the one or two year programme.



## Apprenticeship: Accountancy Incorporating Sage

**Location:** Abbey Park Campus/Workplace  
**Course Code:** A7865  
**Course Length:** One/Two Years  
**Qualification Level:** 2

### What's it all about?

The course is designed to increase your existing manual accountancy skills and enhance knowledge of the Sage system, enabling you to understand how Sage is working and where it processes and puts the information.

### What does it involve?

To achieve this qualification you must complete seven units in total and an assignment at the end of unit 3, (preparing ledger/initial balances).

The units are all portfolio based and there is a continuous assessment throughout the duration of the course. Evidence collected whilst at work provides the underpinning knowledge and skills needed to improve accountancy techniques.

At the end of this course you will also receive:

- £150 of Sage vouchers to be used when upgrading software or purchasing new software
- Your details included in the Skills Register, enabling you to continue your CPD and be kept aware of new initiatives and future legislation. (The Skills register also enables employers to look for future employees who have completed the course/s).

### Are there exams?

No, assessment is continuous.

### What entry qualifications do I need?

There are no formal entry requirements for this qualification but you must be employed in an accountancy based role in your company and have a basic knowledge of the double entry system.

### What can I do afterwards?

Progress to the NVQ level 3, AAT Intermediate, then on to a HNC/Foundation Degree at De Montfort University. Progression to more senior positions within the company or further education and small business management.

### What days and times will I be in College?

You will be in College one day per week.

### Are there any other things I need to know?

You need to be employed in an appropriate position to complete this course.

## Apprenticeship: Business Administration

**Location:** Abbey Park Campus/Workplace  
**Course Code:** A9099  
**Course Length:** One/Two Years  
**Qualification Level:** 2

### What's it all about?

The course allows you to combine paid employment with the opportunity to receive training, learn new skills and gain a nationally recognised qualification.

### What does it involve?

The course consists of:

- NVQ level 2 Business and Administration
- Certificate in Principles of Business
- Functional Skills in English, maths and ICT.

You must pass all of the above qualification in the time frame allowed in order to gain the full apprenticeship framework.

### Are there exams?

No, assessment is continuous.

### What entry qualifications do I need?

You must be employed or actively seeking relevant employment in an administrative role.

### What can I do afterwards?

After successful completion of this course you can then progress to the advanced apprenticeship or to a position of more responsibility within your organisation. (The Skills register also enables employers to look for future employees who have completed the course/s).

### What days and times will I be in College?

You may be in College one day per week.

### Are there any other things I need to know?

You need to be employed in an administrative role to undertake this course. You may have to attend College one day a week for Functional Skills.



## Apprenticeship: Customer Service

**Location:** Abbey Park Campus/Workplace  
**Course Code:** A9092  
**Course Length:** One/Two Years  
**Qualification Level:** 2

### What's it all about?

The course allows you to combine paid employment with the opportunity to receive training, learn new skills and gain a nationally recognised qualification.

### What does it involve?

You will complete NVQ level 2 certificate in Customer Service, Functional skills English level 1, maths level 1 as well as a technical level 2 certificate in Customer Service.

You must pass all of these qualifications to complete the apprenticeship framework. The assessor will deliver the NVQ and technical certificate in the work place and you will attend College for the functional skills. The qualification should take between 12 to 18 months to complete.

### Are there exams?

Yes, a combination of exams and continuous assessment.

### What entry qualifications do I need?

You will need to be employed in a customer service role.

### What can I do afterwards?

This qualification is very transferable and can be used in most industries. You may be able to progress to a role with more responsibility.

### What days and times will I be in College?

You may attend College for Functional Skills on Wednesdays.

### Are there any other things I need to know?

You need to be employed in customer service role to complete this course.

## Apprenticeship: Team Leading

**Location:** Abbey Park Campus/Workplace  
**Course Code:** A9093  
**Course Length:** One/Two Years  
**Qualification Level:** 2

### What's it all about?

This Apprenticeship can be applied across a broad range of sectors and job roles. Good managers and team leaders are essential to the success of any business, so the skills gained on this Apprenticeship are transferable and valuable.

### What does it involve?

On your Apprenticeship in Team Leading, you'll learn the theories of team leading and how business works. You'll manage your own workload, lead others, work effectively with other people, and learn how to put your point across through talking and discussion with others.

You will complete NVQ level 2 Team Leading, Functional skills English, maths and ICT and a Technical ILM level 2 Certificate in Team Leading.

### Are there exams?

Yes, a combination of exams and continuous assessment.

### What entry qualifications do I need?

You need to have responsibility for a team.

### What can I do afterwards?

You will be able to progress to the Advanced Apprenticeship in Management if your job role allows. You can use the knowledge and experience to move to a more senior role within your organisation.

### What days and times will I be in College?

You may attend College for Functional Skills on Wednesdays and for the Certificate in Team Leading Wednesday evening 6pm to 9pm.



## Advanced Apprenticeship: Business Administration

**Location:** Abbey Park Campus/Workplace  
**Course Code:** A9082  
**Course Length:** One/Two Years  
**Qualification Level:** 3

### What's it all about?

You will gain a recognised qualification in business administration to further your career opportunities. Enhancing and improving skills used in the Business Administration arena.

### What does it involve?

The course consists of:

- NVQ level 3 Diploma in Business and Administration
- Certificate in Principles of Business
- Functional Skills level 2 in English, maths and ICT.

### Are there exams?

Yes, exams and continuous assessment.

### What entry qualifications do I need?

You need to be employed in an administrative role to undertake this course.

### What can I do afterwards?

After successful completion of this course you can then progress to an NVQ level 4 in Business and Administration or to a position of more responsibility within your organisation.

### What days and times will I be in College?

You may attend College on Wednesdays for Functional Skills.

### Are there any other things I need to know?

You need to be employed or actively seeking relevant employment in an administrative role to undertake this course.

## Advanced Apprenticeship: Contact Centre

**Location:** Abbey Park Campus/Workplace  
**Course Code:** A8578  
**Course Length:** One/Two Years  
**Qualification Level:** 3

### What's it all about?

You will gain a recognised qualification in contact centre operations to further your career opportunities. You will enhance and improve the skills you use in the Contact Centre arena.

### What does it involve?

The course encompasses NVQ, technical certificate and Functional Skills elements. These are made up of a communications project and maths tests.

- competence based element – completion of NVQ level 3 in Contact Centre Professionals.
- knowledge based element – Award in Contact Centre
- supervisory skills
- Functional Skills in English and maths
- research into employment rights and responsibilities.

### Are there exams?

Yes, exams and continuous assessment.

### What entry qualifications do I need?

You will need to be employed in a contact centre environment.

### What can I do afterwards?

You may have the opportunity to become a Team Leader, Manager or Supervisor and gain a greater skills base in the Contact Centre Environment. You could also study Contact Centre Professionals levels 4 and 5 or a Foundation Degree in Customer Service.

### What days and times will I be in College?

You will attend College on Wednesday for Functional Skills.



## Advanced Apprenticeship: Customer Service

**Location:** Abbey Park Campus/Workplace  
**Course Code:** A9090  
**Course Length:** One/Two Years  
**Qualification Level:** 3

### What's it all about?

The course allows you to combine paid employment with the opportunity to receive training, learn new skills and gain a nationally recognised qualification.

### What does it involve?

The course consists of the following:

- Customer Service
- Functional Skills in maths level 2 and English level 2
- Level 3 Certificate in Customer Service.

You must pass all of these qualifications to gain your apprenticeship framework. The assessor will deliver the NVQ and Technical Certificate in the work place and you will attend College for the Functional Skills.

### Are there exams?

Yes, exams and continuous assessment.

### What entry qualifications do I need?

You need to be employed in a customer service role where you have the ability to make decisions that can improve the service for your customers.

### What can I do afterwards?

On successful completion you will be able to progress to the NVQ level 4 in Customer Service if your job role allows or the HNC in Business and Finance or to a higher level position within your organisation.

### What days and times will I be in College?

You may attend College on Wednesdays for Functional Skills.

## Advanced Apprenticeship: Management

**Location:** Abbey Park Campus/Workplace  
**Course Code:** A9091  
**Course Length:** One/Two Years  
**Qualification Level:** 3

### What's it all about?

The course is for employed supervisors or managers who wish to further develop skills and knowledge as well as practical work experience in any environment in a management role.

### What does it involve?

The course consists of the following:

- NVQ level 3 Certificate in Management
- ILM level 3 Certificate in First Line Management
- Functional Skills level 2 in English, maths and ICT

You must complete all parts of the course within the time frame of 12 to 24 months in order to gain your apprenticeship.

You will need to build a portfolio of evidence to demonstrate your competence for the NVQ and the ILM course will provide you with underpinning knowledge for the NVQ.

### Are there exams?

Yes, exams and continuous assessment.

### What entry qualifications do I need?

There are no formal entry requirements but you must be in a supervisory or management position in order to gain the evidence for your NVQ.

### What can I do afterwards?

Successful completion allows progression to a higher qualification such as Business Administration level 4 or Contact Centre Professional level 4 if your job role allows this. This Advanced Apprenticeship will give you the skills to feel confident in a more senior position within your organisation.

### What days and times will I be in College?

Training of the NVQ is in the workplace. You may attend College on Wednesdays for Functional Skills.

### Are there any other things I need to know?

You will need to attend College on Wednesday evening for the Technical Certificate 6pm to 9pm.

**"I've learnt a lot on this course. It's given me a wide range of experience."**

Chileshe Chibamba, Leicester College Learner.



"A very good college with many outstanding features"  
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