



The Course

In brief...

This qualification provides the learner with both theoretical and practical skills needed to form, manage, and maintain successful business relationships with a variety of stakeholders.

The one-year study programme offers invaluable insight into negotiation, performance management, managing the customer's journey and maintaining meaningful relationships in a digital age to name a few. This course is ideal for those wanting a more hands-on approach to business.

It also provides academic and study skills that will support progression within business and enterprise more broadly.

This qualification does not carry UCAS points.

Who is it for?

School-age 16+ who want an insight into the world of Business. This course is also ideal for someone who is unsure about university and would like to keep all of their options open.

What the Course Leads to

What courses can I do after this?

There are a variety of possibilities to progress to on successful completion of this course of study including

- L3 BTEC Business (2 Yr)
- L3 Business Sales and Marketing (one year course)
- L3 Business Administration App
- L3 AAT Accounting App
- L3 Marketing App
- University dependent on UCAS points at the time of application

What jobs can I get?

There are a wide range of career opportunities with this study programme, such as Business Administration, Customer Service, Call centres, and Digital Marketing.

What do I need to apply

To do this course you should have...

You will require a minimum of 5 GCSEs at grades 9 - 4 (formerly A*- D) which need to include English and Maths.

What about work experience?

As part of this study programme, you will participate in a work experience placement that is relevant to your studies. The College will support and help find placement employers but you are encouraged to seek your own placement employer. Your work placement could be anywhere from 10 days to 45.

Key Information

Duration

35 Weeks

Attendance

Full-time

Level

Level 3

Qualification Name

Level 3 Diploma

Awarding Body

NCFE

Curriculum Area

Business, Digital, Leadership &

ESOL - Business & Finance

Course costs

Course Code	Start Date	Costs 16-18	Costs 19-23 (with concessions)	Costs 19+ (no concessions)
BAL3A20004	06/09/2021	£0.00	£0.00	£0.00
There is an Advanced Learner Loan available for this course.				
BAL3F2002F	06/09/2021	£100.00	£100.00	£1265.00
There is an Advanced Learner Loan available for this course.				

* Please note fees are subject to change.

Course Content

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This is a one-year study programme, whereby you will study 4 mandatory units, as follows:

- Unit 1 Understand the customer service environment
- Unit 2 Principles of Business
- Unit 3 Understand how to resolve customers' problems and complaints
- Unit 4 Understand customers and customer retention

You will also study 3 additional units, as follows:

- Unit 9 Understand equality, diversity and inclusion in the workplace
- Unit 10 Understand how to manage performance and conflict in the workplace
- Unit 12 Understand how to use social media tools and channels.

Next Steps ...

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Live chat available on the website

