

## Sector training overview

### Administration

In addition to the comprehensive employment support and coaching interventions we provide to all candidates on our programme, we also deliver in-depth, sector-specific training on their existing or a new industry.

This training comprises a 10-minute insight video followed by a 40-48 page interactive workbook. The workbooks are divided into eight topics covering relevant information for anyone wanting to work in the sector. After each topic is completed, the candidate is required to complete a 'knowledge check' to ensure they've understood the key learnings.

Once the workbook is complete, the candidate will develop an action plan and set goals to support their journey to secure work within that sector.



Employment support and coaching



10-minute sector insight video



40-48 page sector workbook



Complete action plan and set goals

#### Topic 1 - Introduction to Administration

In this section, we provide an overview of the administration sector, explore what the function of an administrator is and what their activities can include. We also cover what type of equipment an administrator will be using, and the importance of legislation and regulation to administration.

#### Topic 2 - Job roles and a career in Administration

Here we look into the importance of administration and how administrative roles fit within a wide range of business areas so you can see what best suits a candidate's interests. We also look at the different options for how a candidate can start their career in administration.

#### Topic 3 - Knowledge, skills and attitudes for Administration

This section is designed to prepare a candidate for the skills required to work in the sector. We explain the importance of IT and interpersonal skills to an administrator, as well as the different personal attributes that an employer will be looking for.

#### Topic 4 - Communication skills

In this section, we detail the different methods of communication that an administrator will need to use. We also highlight the particular importance of active listening to ensure a positive working relationship.

#### Topic 5 - Transferable skills

This section is particularly useful for candidates who are looking to upskill and become work-ready for a new sector. We explain the concept of transferable skills and how they can be identified and applied to a new workplace setting or sector.

#### Topic 6 - Equality and diversity

In this topic we explain the Equality Act 2010 and the guiding principles within it, including: what the act is there to do, what pieces of legislation are covered and the nine protected characteristics. The workbook also explains the difference between equality and diversity.

#### Topic 7 - Health and Safety

We provide an overview of health and safety requirements in the administration sector, including the Health and Safety at Work Act 1974. The workbook highlights other health and safety considerations in the sector, such as manual handling and reporting of injuries. We explain what risk assessments are and how they are conducted in the administration sector.

#### Topic 8 - Employability skills

We focus on what employers in the administration sector are looking for when recruiting individuals. This section is designed to help candidates best position themselves for a role in administration. The workbook also lists useful adjective words that highlight strengths and interpersonal skills for the sector. This will help a candidate with their CV preparation. Finally, we explain the purpose of a company's mission, vision and values – what they entail and what they mean to an employee. This section concludes by detailing the mandatory requirements to work in administration, such as ID documents and Right to Work evidence through to DBS checks.

#### Action Plan

Once the learning section of the workbook is complete, the candidate is required to develop an action plan that details what they have learned and set goals to support their career into administration.

#### Glossary of terms

A glossary of terms can be found at the back of the workbook which lists key words used in the administration sector and can be referred to at any time.

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