

DISTANCE LEARNING

TYRO TRAINING
TRAINING | CONSULTANCY | SUPPORT

FREE*
COURSES

BUSINESS & MANAGEMENT

NCFE LEVEL 2 VIA DISTANCE LEARNING

WWW.TYROTRAINING.CO.UK

DISTANCE LEARNING – NCFE LEVEL 2

The perfect solution for those with busy work or home lives who would like to gain a NCFE accredited qualification. The courses are delivered through activity workbooks designed to support learning and test knowledge. During your induction, you will be guided through the course plan and then given support from your allocated tutor to complete the workbooks.



PRINCIPLES OF BUSINESS ADMINISTRATION

Designed for people who are either currently in an administration role or aspiring to be a business administrator and want to develop their knowledge of the principles of business and administration.

- Principles of providing administrative services
 - Principles of business document production and information management
 - Understand communication in a business environment
 - Understand employer organisations
 - Understand how to develop working relationships with colleagues
 - Understand how to carry out business administration tasks
 - Understand how to prepare text
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PRINCIPLES OF TEAM LEADING

Designed for anyone who wishes to improve their leadership skills and knowledge in order to create a better working environment for themselves and their team, whether a newly appointed team leader or an established manager.

- Principles of team leading
 - Understand business
 - Understand how to communicate work related information
 - Understand how to manage performance and conflict in the workplace
 - Principles of equality and diversity in the workplace
 - Understand how to develop working relationships with colleagues
 - Understanding health & safety procedures in the workplace
 - Understand how to develop and deliver a presentation
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FULL INFORMATION AVAILABLE AT: WWW.TYROTRAINING.CO.UK

LEAN ORGANISATION MANAGEMENT TECHNIQUES

Develop your understanding of lean organisation techniques in business. It is for anyone running a business or managing a team where efficiency and performance are important factors.

- Lean organisation techniques in business
 - Business improvement tools and techniques
 - Working in business teams
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UNDERSTANDING DATA PROTECTION & DATA SECURITY

For anyone who would like to develop their knowledge of data protection and data security including current legislation and the steps to take to help protect their organisation's data.

- Understand current data legislation
 - Understand steps organisations might take to help protect data
 - Understand how to protect your own data
 - Understand how to protect ICT systems from common threats
 - Understand the consequences of not protecting data and systems
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PRINCIPLES OF CUSTOMER SERVICE

Designed to help improve customer service skills. Teaching candidates how to identify the needs of the customer, while following procedures and legislation.

- Principles of customer service and delivery
 - Understanding customers
 - Understanding employer organisations
 - Understand how to communicate with customers
 - Understand how to handle customer information
 - Understand how to resolve problems and deliver customer service to challenging customers
 - Understand how to develop customer relationships
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INFORMATION, ADVICE OR GUIDANCE

Designed for those working or looking to work in a range of roles where the provision of information, advice or guidance is a requirement. Customer service advisors may find this qualification of particular benefit.

- Information, advice or guidance in practice
 - Developing interaction skills for information, advice or guidance
 - Signposting and referral - information, advice or guidance
 - Information, advice or guidance work with groups
 - Managing information
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WE ALSO OFFER DISTANCE LEARNING COURSES IN
- HOSPITALITY, LEISURE & SERVICE INDUSTRIES
- HEALTH, SOCIAL CARE & WELLBEING FOR ADULTS & YOUNG PEOPLE

Eligibility criteria apply as follows:

- Candidates must be aged 19 or over on 31 August 2019
- Candidates age 19-23 must already hold a full Level 2 qualification
- Candidates must have lived within the EU for the last 3 years
- Candidates should inform Tyro Training of any other course/educational programme they may be currently studying

* Providing the course and assessment is successfully completed within the agreed timescale. In the event of non-completion or early withdrawal, a fee of £100 will be charged by Tyro Training.



**Education & Skills
Funding Agency**

FULL DETAILS ON DISTANCE LEARNING COURSES CAN BE FOUND AT:
WWW.TYROTRAINING.CO.UK | EMAIL: INFO@TYROTRAINING.CO.UK
SKIPTON: 01756 797 266 | SCARBOROUGH: 01723 588 072