

ESOL Business and Retail Level 1

Course Overview

ESOL and Business Administration aims to help those whose first language is not English to work successfully in an office environment, understand the role of the administrator, work in a customer-friendly way and achieve effective communication in the workplace. As part of this course, you will learn how to make and receive phone calls and take messages, understand company structures and functions within a business, create business documents, operate office equipment and apply for jobs and practice interview skills. You will work towards achieving a Level 1 Certificate in Skills for Business Admin as well as improving your English skills in Speaking, Listening, Reading and Writing with the opportunity to work towards City and Guild or Functional Skills qualifications in English. Students progress to higher-level office or business qualifications, other vocational qualifications, higher-level ESOL/English courses or to find work in administration. To join the course you will need to be operating at ESOL Entry 3 or Level 1.

What you will learn

You will learn about the skills that are required to work in an office or a customer care environment. The course covers modules on health and safety, dealing with telephone calls, handling customer queries, writing emails and formal letters, filing, stock control and dealing with requisitions. The course also includes generic topics such as understanding organisational structures of companies, the qualities of an office worker, safety at workplace and office linked terminology. The course will prepare you to gain national level qualifications in English, maths, ICT and customer care.

Entry Requirements

Entry requirements for this course are English at entry level 3, prior office knowledge or experience is not required.

Course Fees

Leicester College offers free tuition and exam fees for full-time courses if you are a home student, aged between 16 and 18 on 31 August 2017 and meet the Skills Funding Agency (SFA) and Education Funding Agency (EFA) eligibility rules.

Course Progression

After completing the course, you will be able to progress on to higher-level office skills or business administration courses or onto a career in Administration or Customer Care. Your tutors will provide guidance on future progression opportunities and they will also assist you with the application process should you wish to apply for courses at the next level.

What Happens Next

Apply online via the College website, or if your school uses the Positive Steps @16 (PS16) application system please apply through this and speak to your careers advisor if you are unsure.

Course Details

Course Code P00142

Start Date 08/09/2026

Study Hours Full Time

Duration 1 year

Campus Ross Walk

Level 1

[Apply Here](#)