

# Business and Professional Services Work Academy

**Dates:** 09/11/2026, 30/11/2026, 11/01/2027, 22/02/2027, 15/03/2027, 10/05/2027

**Locations:** Lisson Grove Centre

The Business & Professional Services Work Academy is a two-week intensive programme designed to help you build the skills, confidence and knowledge you need to move into work. You will gain recognised Level 1 qualifications in Business and Retail and Cybersecurity, alongside practical employability support to help you prepare for your next step. The programme is designed for people who are unemployed or economically inactive and are ready to take practical steps towards employment in business, administration, customer service, digital, office-based and professional roles. You will also receive eight weeks of follow-up employment support, including help with your CV, job applications, interview preparation and job searching.

## Entry Requirements

You will work towards Gateway Qualifications Level 1 Award in Business and Retail and Gateway Qualifications Level 1 Award in Cybersecurity. Both are Level 1 qualifications, and you do not need previous qualifications or experience in business, retail or cybersecurity to join the course. The Business and Retail qualification has no prior qualification or specific prior skills requirements, while the Cybersecurity qualification also has no specific prior skills or knowledge requirements. However, because the programme is designed to prepare you for employment, you will need: A good level of spoken and written English. Some basic digital skills and confidence using a computer. The ability to participate fully in classroom learning and complete written and digital tasks. A commitment to attend the full two-week programme. You do not need previous experience of working in business, administration or cybersecurity.

## What topics does the course cover?

The course combines business, digital, cybersecurity and employability skills, including:

- Business & professional skills
- Communication and working in a business environment
- Creating business documents and using digital software
- Customer service, telephone calls and business meetings
- Presentation skills, digital marketing and social media
- Teamwork and workplace health and safety
- Cybersecurity
- Cybercrime, online fraud and digital threats
- Protecting individuals and organisations from cyber threats
- Passwords, user access controls and permissions
- Cybersecurity legislation, testing and ethical conduct
- Employability
- CV development and job applications
- Interview preparation and job searching
- Career planning and identifying suitable vacancies

## How will I be taught and assessed?

The course is delivered as an intensive, full-time programme over two weeks, Monday to Friday, 9:30am–4:30pm. Full attendance is required. You will be taught by experienced tutors using a mixture of classroom teaching, practical activities, discussions, exercises and workplace-focused tasks. Learning is designed to be practical and relevant to the skills employers are looking for. You will also receive support from a dedicated employability coach to help you prepare for work. Your qualifications are assessed through a portfolio of evidence. This means you will complete a range of tasks during the course to demonstrate what you have learned, rather than sitting one large final examination. The Business and Retail qualification is assessed through a portfolio of evidence, as is the Cybersecurity qualification.

## Are there any other costs or equipment I need to get?

All the learning resources and equipment you need for the programme will be provided. It might be useful to bring something to write with and a notepad.

## By the end of the course what should I be able to do?

By the end of the programme, you should have:

- Gained two recognised Level 1 qualifications
- Developed practical business, workplace and digital skills
- Improved your understanding of cybersecurity and how to stay safe online
- Developed your communication and customer service skills
- Increased your confidence in using digital technology in the workplace
- Created or improved your CV
- Developed your job application and interview skills
- Improved your ability to search and apply for suitable jobs
- Increased your confidence and readiness for employment
- Developed a clear plan for your next step into work

The overall aim is to help you build your skills, boost your confidence and get into work. The Work Academy approach is specifically designed to help learners take practical steps towards employment.

## What are the progression opportunities following this course?

Following the two-week programme, you will receive eight weeks of ongoing employability support, with two hours of support each week. This will help you search for vacancies, complete applications, prepare for interviews and move towards securing employment. Potential employment areas include:

- Business administration
- Office and administrative roles
- Customer service
- Business support
- Digital and office-based roles
- Entry-level professional services roles
- Roles where basic cybersecurity and digital awareness are valuable