



Certificate Number: **AC-3038-20144218**

This is to certify that the management of Alison awarded YESUA ALIKI URIAH YESUA the certificate of completion in Diploma in Business Administration under the category Business on 9th July 2024.

Validation: You can check authenticity of this certificate by visiting the following link:  
<https://alison.com/certification/check/35d8a9f6d6>

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## Certificate Details

Diploma in Business Administration

[Score: 91]

## Course Details

The administration function within an organisation is critical to many broader business activities and there are specialist skills required to perform optimally and contribute to business success. In this free online Diploma in Business Administration, you will learn some of the basic equipment and competencies needed to be a business administrator within a customer-facing environment. Phone systems are becoming increasingly sophisticated and this free business management course covers some of the key features of different phone systems as well as how to make, receive and transfer calls to maintain good communication. You will also analyze the importance of verbal and non-verbal communication. Business operations are then analyzed including what processes you may be involved with and how to work in a team of different types of people, which brings its own set of challenges.

This business administration certification will discuss essential administrative duties and the role of technology in fulfilling these duties.

*Maeve Richardson*

Director of Certification



## Modules Studied

Introduction in Business Administration

Working in a Business Environment

Key Business Administrative Duties

Diploma in Business Administration - First Assessment

Deliver and Evaluate Customer Service

The Production and Preparation of Documents

Diploma in Business Administration - Second Assessment

Course assessment

*Maeve Richardson*

Director of Certification

