

# English Language & IT Skills for International Students

## INTRODUCTION

This course is specifically designed for International Students to help improve fluency in English and acquire IT and customer care skills. This leads to opportunities to gain employment here and abroad and also to the prospect to progress to further study within the college and at third level. Students participate in

- State of the art digital language laboratories
- Study visits to contact centres
- Mature student support and mentoring
- Cultural activities
- Fluency in English is the main focus of this course

## ENTRY REQUIREMENTS

Applicants will be required to take an assessment to determine their level of competency in the English language. This enables the college to place students in appropriate classes.

## CERTIFICATION

QQI Level 5 Certificate in Contact Centre Operations 5M2071

QQI Component Maths 5N1833 (available as option in evening for learners requiring Maths for progression)

## WORK PLACEMENT/EXPERIENCE

Students undertake a block work placement of 2 weeks in a business/industry environment.

## EDUCATION PROGRESSION OPPORTUNITIES

CCOC QQI Level 6 Advanced Certificate in Business 6M4985

CCOC QQI Level 6 Advanced Certificate in Administration 6M5013

CCOC QQI Level 6 Advanced Certificate in Tourism and Hospitality (Tourism with Business) 6M5012

CCOC QQI Level 6 Advanced Certificate in Marketing and Event Management (Business) 6M4985

Excellent subsequent progression opportunities to UCC and other Higher Education colleges. Special arrangements in place with CIT (CCPS), Tralee IT and Waterford IT for preferential entry for College of Commerce students. Up to 390 CAO points for any Institute of Technology can be attained by successful completion of this course.

## CAREER OPPORTUNITIES

Customer service, contact/call centres, receptionists, and administration positions requiring bi-/multilingual skilled individuals with an awareness of good customer service and excellent telephone technique. All students can access the Jobs Advice Hub (see pg. 85) Graduates can subscribe to 'CCOC college jobs register' and CCOC LinkedIn alumni for up to date vacancies and networking.

## COURSE CONTENT

Communications	5N0690
Contact Centre Skills	5N1361
Customer Service	5N0972
English as a Second Language	5N1632
Spreadsheet Methods or Information Technology & Computer Applications	5N1977 4N1125 4N1112
The Internet	5N1611
Word Processing	5N1358
Work Experience	5N1356

## COURSE SPECIFIC CONTACT DETAILS

For further information email:  
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**(021) 4223816**

Course fees outlined on  
**[www.corkcollegeofcommerce.ie](http://www.corkcollegeofcommerce.ie)**