

# FIT-Business Administration Skills

| COURSE CONTENT                     |        |
|------------------------------------|--------|
| Business Administration Skills     | 5N1610 |
| Book-Keeping Manual & Computerised | 5N1354 |
| Text Production                    | 5N1422 |
| Word Processing                    | 5N1358 |
| Communications                     | 5N0690 |
| Contact Centre Operations          | 5N1361 |
| Work Experience                    | 5N1356 |
| The Internet                       | 5N1611 |
| ECDL                               |        |

## INTRODUCTION

This course provides the student with a range of administration skills necessary to pursue employment opportunities in the public, private or community sector. This course is specifically aimed at those who are currently unemployed, seeking to retrain in order to re-enter the workforce. The shared services sector is beginning to grow and there are employment opportunities here going forward. Students participate in

- Professional guest lectures
- *Common Purpose Pitstop* Leadership Programme for selected students.
- Site visits
- Skillsport online learning
- FIT employment supports – CV workshops, interview skills, mock interviews.

## ENTRY REQUIREMENTS

Long term unemployed with no previous educational qualification higher than FETAC/QQI Level 4; applicants should be aged 21 and over and in receipt of social welfare payment. Applications through FIT at (021) 2428755, [www.fit.ie](http://www.fit.ie) or contact your Local Employment Network (LES). Application can also be made directly to the college, through the college website.

## CERTIFICATION

QQI Level 5 Certificate in Business Administration 5M2468.  
ECDL Certificate. 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 variety of settings e.g. customer service, back office or shared services. Students are encouraged to find their own work experience and will be supported by FIT in this effort. During the course FIT personnel provide backup for work experience, mentor the learners and provide follow up after the work experience has been completed.

## EDUCATION PROGRESSION OPPORTUNITIES

CCOC Advanced Certificate in Advanced Administration 6M5013  
Excellent 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

Graduates are well placed to take up positions in either back or front office administration and customer service within any organization. Graduates have found employment in retail, customer care and general administration.

## COURSE SPECIFIC CONTACT DETAILS

For further information email:  
**FITcourses@ccoc.ie**  
**(021) 4223836**

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