

Frontline Administration with Customer Support

COURSE CONTENT	
Reception & Frontline Skills	5N1407
Business Administration Skills	5N1610
Teamworking	5N1367
Database Methods	5N0783
Spreadsheet Methods	5N1977
Work Experience	5N1356
Word Processing	5N1358
Digital Presentations	5N0563
Bookkeeping Manual & Computerised	5N1354
Additional Training/Workshops	
Data Protection	
Microsoft Outlook	
CRM software	

INTRODUCTION

If you think that you would like to be working in the admin hub at the frontline in any organisation, then this course was designed for you. Learn all of the key skills required to be the 'go to' person in a busy organisational hub, reception area or to be the sole admin member in a smaller business.

ENTRY REQUIREMENTS

Leaving Certificate, LCA or QQI Level 4. Mature students are exempt from Leaving Certificate requirement. All applicants are interviewed. An offer of a place on this course is contingent on the applicant meeting the entry requirements set out here and satisfactory presentation at interview.

CERTIFICATION

QQI Level 5 Certificate in Business Administration 5M2468

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

WORK PLACEMENT/EXPERIENCE

Students undertake a block work placement of 2 weeks in an office environment.

EDUCATION PROGRESSION OPPORTUNITIES

CIT: Business Studies (CR021)

UCC: Commerce (CK201)

CCOC: Level 6 Advanced Business & Administration 6M4985, Level 6 Advanced Marketing with Event Management 6M4985, Level 6 Advanced Tourism & Hospitality (Tourism with Business) 6M5012

Special arrangements in place with CIT (CCPS), Tralee IT and Waterford IT for preferential entry for CCOC students. Up to 390 CAO points for any IT can be attained by successful completion of this course. Go to our progressions database at <https://corkcollegeofcommerce.ie/progressions/> for exact requirements on progressions for this course.

CAREER OPPORTUNITIES

Any business office environment. Past students have been employed in numerous administrative positions such as Apple Computers, UCC, Cork City Council, Cork County Council and many other businesses. All students can access the Jobs Advice Hub (see pg.87). Graduates can subscribe to 'CCOC college jobs register' and CCOC LinkedIn alumni for up to date vacancies and networking.

CONTACT DETAILS

For further information email:
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(021) 4223825

Course fees outlined on
www.corkcollegeofcommerce.ie