

# English Language & IT Skills for International Students

COURSE CONTENT	
Communications	5N0690
Contact Centre Skills (Access to a CRM package)	5N1361
Customer Service	5N0972
English as a Second Language	5N1632
Spreadsheet Methods or Information Technology & Computer Applications	5N1977 4N1125 4N1112
Digital Presentations	5N0653
Word Processing	5N1358
Work Experience	5N1356

## INTRODUCTION

Do you need to improve your skills in English Language and at the same time gain some IT and Customer Service Skills and qualifications? Then this course is designed specially for you. Completion of the course will allow you to get employment or study at a higher level. The college has state of the art digital language laboratories. 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. 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 Contact Centre Operations 5M2071

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 a business/industry environment.

## EDUCATION PROGRESSION OPPORTUNITIES

**CCOC:** QQI Level 6 Advanced Business & Administration 6M4985, QQI Level 6 Advanced Marketing with Event Management (Business) 6M4985

**CIT/MTU:** Business Studies (CRO21)

**UCC:** Commerce (CK201)

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

## CONTACT DETAILS

For further information email:  
**englishandit@ccoc.ie**  
**(021) 4223816**

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