

**Kenmare Further Education
&
Training Centre**

**Office Administration
&
Business Skills
(5M2468)**

**Major Award
(QQI Level 5)**

**Prospective
Students
Information
Pack**

What does the Course Involve?

There are a total of **8 subjects**, all Office Administration & Business Skills related. You will find a brief description of each subject in this pack. A few of the subjects have short exams, most are assessed by work that you do at home and in class. You need to be reasonably computer literate (able to send an email and word process a letter) and willing to do some extra work in your own time, when needed. (This might be exam revision or research or completing an assignment)

We do realise that many people will have other commitments in their lives outside of the course, but we need to have an **80% minimum** attendance rate for every subject. If you have to miss a class, you must inform your tutors and arrange to catch up with what you have missed. Tutors in turn will make every effort to stick to the timetable that is set at the start, and if they are unable to be there, will arrange for another tutor to take their class.

How do I apply for this course?

Application by way of **CV**, and completed **Application Form**, (2 pages included at the back of this pack) to be delivered to Kenmare Further Education & Training Centre by 1 pm on **Wednesday 11th September 2019**. Selection is by means of **Interview** and will be held on Thursday 12th September 2019. (We will let people know if they have a place the day after Interview) Course will begin on **Monday 16th September 2019**. (subject to getting sufficient number of applicants)

As there are a limited number of places on this course the emphasis will be on recruiting students who can show that they want to successfully complete this course. With this in mind we are asking people to demonstrate their interest in the application process (application form & interview) - which will be as much about life, and work experience, as formal qualifications.

APPLICATIONS FROM PEOPLE WITH DISABILITIES AND SPECIAL LEARNING NEEDS

If you are an applicant with disabilities, or special learning needs, you may qualify for non-standard entry on the basis that because of the disability, or special learning need, you are not in a position to meet the standard admission criteria. You should contact the centre before you submit your application form. Arrangements for non-standard entry are made on an individual basis.

HOW IS THE COURSE STRUCTURED?

The course will run from September 2019 – May 2020. (during term time) Classes will be **four hours** long, with a short break of 15 minutes, and run on **Monday, Tuesday, Thursday & Friday**. (there may be a small few occasions during the year which may require attendance on wednesdays) All classes will take place in the Centre. However, Work Experience requires people to spend **150 Hours** in a workplace setting.

IT LOOKS LIKE A LOT OF WORK - WILL THERE BE ANY FUN?

There is a lot of work involved in this course; however, we plan to make the work manageable. Tutors will work as a team to make sure that all students are managing well and if any extra support is needed, we need to know as soon as possible. (study support will be available, if needed) We will keep you up to date at all times with what is happening on the course, and in the Centre, and want you to feel that this is Your course. If you have any ideas about how we could improve things, do let us know and within the constraints of the packed timetable, we will try to accommodate them.

WHAT IF YOU HAVE ALREADY GAINED SOME QQI (FETAC) QUALIFICATIONS?

As this is a QQI certified course some people may have completed some subjects from this course at this or another centre/school. If so, please let us know on your application form. (this is important as the Centre will need to check with QQI to see if the subjects meet exemption requirements. Previously QQI was known as FETAC)

WHAT CAN I DO AFTERWARDS?

This course is designed to be a help for people gain employment in the broad Administration & Business area. Also, it can be used as a 'stepping stone' to Higher Education in the Institute(s) of Technology. If you have any questions about this, do let us know as Kerry Education & Training Board has a Career Guidance Service available to help prospective students with such background information.

WHAT IF YOU ARE CLAIMING SOCIAL WELFARE BENEFITS?

We understand that doing this course should not affect peoples' current welfare benefits. However, we do advise you to check this out yourself with the Department of Employment Affairs & Social Protection (DEASP) before committing to the course. On the application form we ask to know if any applicant is in receipt of a payment as this has an impact on the funding we as a centre receive and also whether, or not, a student will have to pay toward the cost of the course.

This programme is being run under the Department of Education & Skills 'Back to Education Initiative Programme'. (BTEI) BTEI courses are free to those who are in receipt of any form of State Payment, those with a Medical Card as well as those who have not completed the Leaving Certificate. (or equivalent) Those that are in employment and have their leaving certificate may have to pay (it is important, however, to contact the centre if you are not sure as each persons' circumstances differ) All students doing the course pay **€100** to cover the cost of tea/coffee, printing, folders etc. (fee to be included with application) If a student leaves the course within 2 weeks of the start date the €100 will be refunded. (Refer to Kerry ETB student handbook if there are any further queries re fees. A copy is available from the Centre office)

Requirements for Major Award

To receive the Major Award Certificate (QQI 5) a student is required to successfully complete **120 Credits*** (8 component certificates/subjects each having a credit value of 15) This is made up of a combination of mandatory and elective subjects. (There is no elective choice available as the Centre is not in a position to offer same at this point)

Subjects~

- Business Administration Skills (5N1610)
- Personal Effectiveness (5N1390)
- Customer Service (5N0972)
- Bookkeeping(5N1354)
- Work Experience (5N1356)
- Word Processing (5N1358)
- Spreadsheet Methods (5N1977)
- Marketing Practice (5N1400)

*The exception here is where a student is seeking to use other relevant credits from either level 4 or level 6. (maximum of such credits being 15 – either two relevant subjects from level 4 or one from Level 6. (QQI approval is required in such cases)

~Note: There may be some change to the subjects on offer for this course.

Business Administration Skills

(15 Credit/5N1610)

Purpose

The student will be able to: identify features of different types of business organisations; explain a range of organisational structures, to include, hierarchical and flat structures; explore the different types of departments within an organisation; analyse the impact of the external environment on a business; identify the main functions of management and the role and impact of Human Resources management in an organisation; explain the need for quality, the role of quality systems, the various techniques and processes which are used to ensure quality; explore sources of finance for a business; examine different types of functions and roles within an organisation; implement and adhere to an organisational systems and procedures to include quality management and control systems; maintain a range of documents pertaining to HR; use a range of hardware and software to provide administrative support.

Spreadsheet Methods

(5N1977/15 Credits)

Purpose

The student will be able to: investigate a range of common use for spreadsheets; explore key spreadsheet elements including cells, cell reference, numeric, alpha, and alphanumeric data, formulae, functions, graphs and macros; demonstrate common spreadsheets usability features to include use of toolbars, window management, sorting, and filtering; use spreadsheet design features involving data and cell formatting techniques which enhance understanding and legibility; automate routine multi-step tasks through the creation, execution and management of simple macros; use advanced spreadsheet features including absolute and relative cell references, conditional IF statements, statistical, financial, and data and time functions; generate a variety of types of graphs, with appropriate titles and labels from spreadsheet data; produce a spreadsheet with minimal supervision that meets a simple design specification and is fit for purpose.

Customer Service

(15 Credits/5N0972)

Purpose

The student will be able to: examine the principles of customer service within a range of environments; identify the key features of customer service and distinguish between the differing kinds of customer; explain the standards or rating system by which customer service is developed and measured in industry-specific areas; identify key elements of customer legislation and functions of associated regulatory organisations providing customer protection, representation and redress; explain how customer service enhances organisational effectiveness and success; describe how customers are influenced and by what; apply personal skills, attitudes and qualities when dealing with customers to include active listening and body language; use of written, telephonic, ICT skills; respond to complaints and compliments in accordance with organisation policy; demonstrate team and group work in providing customer care.

Bookkeeping

(15 Credits/5N1354)

Purpose

The student will be able to: explain the key terminology associated with the recording and maintenance of Bookkeeping records, using manual and computerised systems; outline the advantages and disadvantages of a computerised system over a manual one; complete a book of first entry with appropriate VAT and departmental analysis from the information contained in a range of source documents to include, invoices, credit notes, bank records, petty cash vouchers; post the information from the daybooks to the appropriate accounts in the ledgers; extract trial balances at the end of an accounting period; prepare reconciliation statement from the data supplied; prepare end of period VAT returns in accordance with the requirements of the revenue commissioners; process all tasks as per the manual ones using an accounts package, comparing manual and computerised results.

Work Experience

(15 Credits/5N1356)

Purpose

The student will be able to: examine work organisations and personal career opportunities in a particular vocational area, to include consideration of work-related issues and needs; analyse key challenges and opportunities facing a particular vocational area; summarise the basic rights and responsibilities of employees and employers in a particular work, organisational or institutional context, to include health, safety and welfare at work, equality legislation, union representation and regulations relating to pay; compile a personal and vocational skills audit and career plan for a specific vocational area, to include goals and action points for the period of work experience; present relevant work experience material, to include observation of good timekeeping, working independently while under general direction, meeting deadlines, personal presentation, communications, adherence to health, safety and other relevant regulations; demonstrate effective communication skills in the workplace, to include personal, interpersonal and technological communication skills; reflect on workplace experiences, to include feedback by supervisor(s) or mentor(s) on personal performance and challenges such as conflict, criticism, meeting new people and learning in relation to quality management; explore options for future education, training and employment in light of work experience

Word Processing

(15 Credits/5N1358)

Purpose

The student will be able to: describe a typical word processing application in terms of common usage and features including, text manipulation, document formatting, graphics, tabs, tables, mail merge and label printing; identify frequently-used toolbar icons and related functions associated with file handling and text formatting; create documents applying a range of text processing features including, margins, and line spacing, text and paragraphs, borders and shading, numbering and bullets, copying and pasting; apply file management facilities including, creating files and folders, file saving in different formats, copying files and folders; use mark-up capabilities to make track changes to documents, produce a range of different types of documents using common word processing features; print amiable documents and labels using a range of print features; create document templates by performing all required steps; improve personal performance by using additional resources to solve unfamiliar word processing problems.

Marketing Practice

(15 Credits/5N1400)

Purpose

The student will be able to: explore the role of marketing in a range of organisations; differentiate between business to business and business to consumer markets; examine the elements of the marketing mix, to include product, price, promotion and place; explore the stages in the buying and purchasing decision making process for organisations and consumers to include the characteristics and factors affecting buying behaviour; analyse the role of market research; examine the lifecycle of a range of products to include new product development, design and packaging; analyse pricing techniques and strategies, competitor pricing and organisational and market conditions in durable and service sectors; examine promotional and marketing concepts and strategies; carry out market research applying appropriate techniques and research methods; conduct a SWAT analysis; develop a marketing plan for a specific product and or service.

Personal Effectiveness

(5N1390/15 Credits)

Purpose

The will be able to: examine the principles and practice of personal effectiveness; comment on the structures and purpose of a chosen organisation to include its mission and the functions and interactions of selections within the organisation; reflect on their own personal role in an organisation, to include the skills needed for a job, personal strengths and weaknesses and the people, issues and work practices which influences how they do their work; explore the concept of problem solving, to include distinction between different types of problems, methods of collecting information, use of problem statements, and the advantages and disadvantages of a range of analysis methods; investigate the features and objectives of meetings, to include different types of meetings, the roles of key participants, and the issues that can affect the conduct and productivity of a meeting; carry out a presentation to include interacting with the audience responding to questions and comments, and self-evaluation of own performance.

*Note: a full list of 'learning outcomes' for each subject can be found on Quality & Qualifications Ireland website. (www.qqi.ie)

Kenmare Further Education & Training Centre

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(5M2468)

APPLICATION FORM

NAME: _____

ADDRESS: _____

CONTACT TELEPHONE NUMBER: _____

1. Outline below why you want to do this course

2. Previous Qualifications (including any QQI courses)

Subject	Level	Year	School/Centre
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Department of Employment Affairs & Social Protection (DEASP)

Please let us know what, if any, benefits you are claiming. (under the BTEI Programme guidelines we have to have a certain number of students in each course who are in receipt of some form of state payment)

Signature: _____

Date: _____

Please return this **Application Form**, (these 2 pages only) plus **CV** to Kenmare Further Education & Training Centre, Bell Height, Kenmare. Co. Kerry, by post, or via email, to info@kenmareaec.ie to arrive not later than **1 PM** on **Wednesday 11th September 2019**.