

OFFICE ADMINISTRATION

COMPUTER STUDIES & INFORMATION PROCESSING

COURSE INFORMATION

This FETAC Level 5 Certificate course is designed to provide students with key computer and office administration skills. Students develop a high level of competence in a range of subjects. Successful students from this course are eligible for employment in any office environment. In addition to the practical aspects of this programme, emphasis is placed on preparing students for interviews and aptitude tests.

Course Content

Communications	G20001	Audio Transcription	B20147
Work Experience	W20008	Database Methods	B20012
Information and Administration	B20144	Spreadsheet Methods	B20028
Word Processing	B20032	Payroll Manual & Computerised	B20138
Text Production	B20141	Information and Communication Systems	B20145

Award

FETAC Level 5 Certificate in information Processing (BIPXX)

Duration

1 Year

Entry Requirements

Leaving Certificate equivalent (including Maths). For mature students, experience will be considered in lieu of formal qualifications.

Further Studies

Holders of a full FETAC Award at level 5 may progress to the Level 6 Advanced Certificate (BAXXX) or (BIXXX) or see middle page of prospectus for Links Schemes.

Career Prospects

Successful students from this course will be fully equipped to take up positions in any modern office and other information processing fields. Students will be competent to apply for positions that may arise in Local Authority Offices; Banks; Health Boards; Civil Service; Universities; Airlines and General Offices.

Fees

Student Services	€200
DES Program Participation Contribution	€200
FETAC Examination Fees	€50
Total	€450

Further Enquires:
Administration Desk
(021) 4222 100
email: apply@ccoc.ie

BANKING & CREDIT UNION STUDIES



COURSE INFORMATION

This FETAC Level 5 Certificate course provides training in general office skills with particular emphasis on employment in the Banking and Credit Union sectors.

Course Content

Communications	G20001	Audio Transcription	B20147
Work Experience	W20008	Financial Services	L20131
Business Administration	B20005	Bookkeeping Manual and Computerised	B20137
Database Methods	B20012	Credit Union Studies	L21935
Text Production	B20141		

Award

FETAC Level 5 Certificate in Administration (BBSAX)

Duration

1 Year

Entry Requirements

Leaving Certificate equivalent (including English & Maths). For mature students, experience will be considered in lieu of formal qualifications.

Further Studies

Holders of a full FETAC Award at level 5 may progress to the Level 6 Advanced Certificate (BAXXX) or (BIXXX) or see middle page of prospectus for Links Schemes.

Career Prospects

Students are trained to take up employment in any office administration position in the banking and financial sectors

Fees	
Student Services	€200
DES Program Participation Contribution	€200
FETAC Examination Fees	€50
Total	€450

Further Enquires:
Administration Desk
(021) 4222 100
email: apply@ccoc.ie

MEDICAL/DENTAL RECEPTION



COURSE INFORMATION

This FETAC Level 5 Certificate course is designed to prepare students for Receptionist and Administrative duties in the medical and health fields. This comprehensive course covers Administration and Reception skills together with subjects directly related to the medical and health areas.

Course Content

Communications	G20001	Text Production	B20141
Work Experience	W20008	Audio transcription	B20147
Information and Administration	B20144	Database Methods	B20012
Word Processing	B20032	Occupational First Aid	D20188
Medical terminology	L20636	GP MAC	

Award

FETAC Level 5 Certificate in Business and Secretarial Studies (BBSSX)

Entry Requirements

Leaving Certificate equivalent. For mature students, experience will be considered in lieu of formal qualifications.

Further Studies

Holders of a full FETAC Award at Level 5 may progress to the Level 6 Advanced Certificate (BAXXX) or (BIXXX) or see middle page of prospectus for Links Schemes.

Career Prospects

Successful students from this course are eligible for employment in any office environment. In addition to the practical aspects of this programme, emphasis is placed on preparing students for interviews and aptitude tests.

Fees

Student Services	€200
DES Program Participation Contribution	€200
FETAC Examination Fees	€50
Total	€450

Further Enquires:
Administration Desk
(021) 4222 100
email: apply@ccoc.ie

RECEPTION & CUSTOMER CARE



COURSE INFORMATION

This FETAC Level 5 Certificate course gives students a thorough training in reception and customer service skills. This course is suitable for those who are interested in dealing with the public and in improving customer service relations as well as general administration duties. Emphasis is placed on preparing students in marketing practice and developing interpersonal skills.

Course Content

Communications	G20001	Text Production	B20141
Work Experience	W20008	Audio Transcription	B20147
Information and Administration	B20144	Reception	B20149
Word Processing	B20032	Database Methods	B20012
Customer Service	D20151		

Award

FETAC Level 5 Certificate in Business and Secretarial Studies (BBSXX)

Duration

1 Year

Entry Requirements

Leaving Certificate equivalent. For mature students, experience will be considered in lieu of formal qualifications

Further Studies

Holders of a full FETAC Award at Level 5 may progress to the Level 6 Advanced Certificate (BAXXX) or (BIXXX) or see middle page of prospectus for Links Schemes.

Career Prospects

Excellent opportunities in hotels, and general receptions in offices etc.

Fees	
Student Services	€200
DES Program Participation Contribution	€200
FETAC Examination Fees	€50
Total	€450

Further Enquires:
Administration Desk
(021) 4222 100
email: apply@ccoc.ie

ADVANCED OFFICE ADMINISTRATION

COURSE INFORMATION

This FETAC Level 6 Advanced Certificate course is designed for students who have followed a one year Office Administration course in any college and who wish to develop their skills to a higher level. Many students obtain employment from this course before the end of the academic year.

Course Content

Word Processing	B30032	Presentation Software	L21774
Business Management	B30139	Customer Service	D30151
Web Authoring	C20148	Text Production	N33002
Spreadsheets	B30028	Train the Trainer	E30179
Sales Presentation	B30156		
or			
Audio Transcription	N33001		

Award

FETAC Level 6 Advanced Certificate in Administration (BAXXX)

Duration 1 Year

Entry Requirements

Students must have obtained a full Level 5 FETAC Award on an Office Administration Programme to include the FETAC Level 5 component Text Production. Any applicant who hasn't passed the FETAC Level 5 component Audio Transcription on entry to the course will be offered the FETAC Level 6 component Sales Presentation instead of the Audio Transcription Level 6 component. Attendance on Level 5 Programme may be considered.

Further Studies See middle page of prospectus for Links Schemes.

Career Prospects

The course provides specialised training in Office Administration and Information Technology. It provides the knowledge and computer applications that meet the Information Technology needs of organisations in the industrial, private and public sectors. In addition it provides a range of core subjects which are essential to the understanding of the Business and Office Environment. Students from this course, as well as gaining a general business qualification are trained specifically as administrators and are immediately employable in a wide variety of positions that arise in Banks, Insurance Companies, City and County Councils, as well as Accountancy, Medical, Dental and Legal Practices.

Fees

Student Services	€200
DES Program Participation Contribution	€200
FETAC Examination Fees	€50
Total	€450

Further Enquires:
Administration Desk
(021) 4222 100
email: apply@ccoc.ie



BEAUTY SALON RECEPTION

COURSE INFORMATION

This FETAC Level 5 Certificate course aims to adequately equip the professional consultant with emphasis on practical selling skills, product knowledge and retail selling.

Course Content

Communications	G20001	Reception	B20149
Work Experience	W20008	Database Methods	B20012
Word Processing	B20032	Anatomy and Physiology	D20001
Customer Service	D20151	Retail Display	B20036
Skin and Eye Treatments	L22534		

Award

FETAC Level 5 Certificate in Business and Secretarial Studies (BBSXX).

Duration

1 Year

Entry Requirements

Leaving Certificate equivalent. For mature students, experience will be considered in lieu of formal qualifications

Further Studies

Five places are reserved on the Diploma in Beauty Therapy Course in the Cork College of Commerce. Students can also progress to the Advanced Certificate Level 6 BIXXX.

Career Prospects

Beauty Salons, Retail Sales Consultancy, Department Stores, Health Food Shops, Promotional Consultants for specific Beauty Houses, Self-employment or Contract Work.

Fees	
Student services	€200
DES Program Participation Contribution	€200
Class Materials	€120
Skin Treatments/Make up kits	€275
Uniforms	€66
FETAC Examination Fees	€50
Total	€911

Further Enquires:
Administration Desk
(021) 4222 100
email: apply@ccoc.ie



ADVANCED CERTIFICATE IN INSURANCE & PROFESSIONAL SELLING

COURSE INFORMATION

This FETAC Level 6 Advanced Certificate leads to a nationally recognised award for those wishing to pursue a career in the Insurance Industry.

Course Content

Consultative Selling	B30154	Spreadsheet Methods	B20028
Communications	G30001	Banking and Insurance Studies	N32897
General Insurance	N33020	Professional Development	N33019
Database Methods	B20012	Teleservices	B30140
Customer Service	D30151	Text Production	B20141

Award

FETAC Level 6 Advanced Certificate in Insurance (BIXXX)

Duration

1 year

Entry Requirements

Full FETAC Level 5 Certification from a Business or Administration Area.

Further Studies

See middle pages of prospectus for Links Schemes

Career Prospects

Career opportunities may exist in Insurance Companies and Brokers, Financial Services, Banks, Building Societies, Graduates are also well qualified to work in a broader range of administrative capacities.

Level 6	
Student Services	€200
DES Program Participation Contribution	€200
FETAC Examination Fees	€50
Total	€450

Further Enquires:
Administration Desk
(021) 4222 100
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