

# Computers, Business & English for International Students



## AIM

This course prepares international students for employment in the Irish workplace. Students will receive tuition in English as a second language in our state of the art language laboratories as well as training in information technology skills in our computer laboratories.

## DURATION

One Year

## EXAMINING BODY

Further Education and Training Council (FETAC)

## AWARD/ FETAC CODE

FETAC Level 5 - Certificate in Business Studies - BBSXX

## ENTRY REQUIREMENTS

Applications are assessed on an individual basis. An English language proficiency test is used to determine student needs. Students who do not have residency in Ireland must possess a student VISA.

## HOW TO APPLY

As interviews are not held for this course, places are allocated on the payment of a Student Activity Fee, on a first come first served basis. Acceptance on the course is subject to the completion of a language test. Details of payment will be forwarded to applicants. For further details please see page 4.

## FEES & COSTS

Year 1	Student services	€200
	Exam fees - FETAC	€60
	<b>Total</b>	<b>€260</b>

## COURSE CONTENT

- Communications
- Work Experience
- Business Administration
- Spreadsheet methods
- Word processing
- Internet
- Cultural Studies
- English as a second Language
- Social Studies

## FURTHER STUDIES

Holders of a full FETAC award at level 5 or level 6 may apply for degree courses under the Higher Education Links Scheme and under the Pilot Links Scheme including:

Yr1 BSc (Hons) Government UCC (CK210)  
Yr1 Bachelor of Business CIT (CR021)

Holders of this FETAC Level 5 award may progress to specified Level 6 awards within the College.



## FURTHER ENQUIRIES

Mr. Gerard O'Keeffe

021 4223 821 (direct line)

021 4222 100 (switchboard)

email: [gokeeffe@ccoc.ie](mailto:gokeeffe@ccoc.ie)



# Bilingual Office Administration



## AIM

This course prepares students to work in English and in modern European languages in the increasingly multicultural workplace in Ireland and Europe. Students will be trained in our digital language laboratories where they will study one continental European language at advanced level and one at beginner level. Having completed the course, tutors will provide information to students to assist them in finding work experience on the continent if they wish to travel.

## DURATION

One Year

## EXAMINING BODY

Further Education and Training Awards Council (FETAC)

## AWARD/ FETAC CODE

FETAC Level 5 - Certificate in Bilingual Secretarial Studies - BBSBS

## ENTRY REQUIREMENTS

Leaving Certificate with a minimum of five passes, one of which must include a modern European language – French or German or Spanish. Mature students are welcome to apply.

## HOW TO APPLY

Please see page 4.

## FEES & COSTS

Year 1	Student services	€200
	Exam fees - FETAC	€60
	Class materials	€0
	<b>Total</b>	<b>€260</b>

## COURSE CONTENT

- Communications
- Work Experience
- Text Production
- Word processing
- Information & Administration
- French
- Reception
- Audio Transcription
- Cultural Studies
- Spanish

## FURTHER STUDIES

Holders of a full FETAC award at level 5 or level 6 may apply for degree courses under the Higher Education Links Scheme and under the Pilot Links Scheme.

Year 1 Bachelor of Business Studies -CIT [CR021]

Year 1 Bachelor of Business Office Information Systems. – CIT [CR022] (TBC)

## EMPLOYMENT OPPORTUNITIES

Proficiency in one or more modern European languages greatly improves employment opportunities in Ireland and abroad in office administration, tourism, hotel reception, or the international teleservices industry.



## FURTHER ENQUIRIES

Ms. Janet Morris  
021 422100 (switchboard)  
email: jmorris@ccoc.ie



# Travel & Tourism



## AIM

This programme prepares participants for employment internationally in the Travel & Tourism field up to management level. Academic in nature, the diploma also serves as a foundation for those who wish to continue the study of tourism and management at degree level. The study of the global structure of the industry and relevant business skills can be applied to a variety of sectors in the industry:- hotel groups, airlines, tour operators, car hire, tourist boards, travel agencies and other tourism related and commercial operations.

## DURATION

Two Years - with an optional 3rd year for an Advanced Diploma.

## EXAMINING BODIES

Institute of Commercial Management (ICM)  
Further Education and Training Council (FETAC)  
Airline Reservations in Galileo (IATA)

## AWARD/ FETAC CODE

Year 1 - FETAC Level 5 - Certificate in Travel & Tourism - DTXXX  
Year 2 - FETAC Level 6 - Advanced Certificate in Travel and Tourism - DTTXX

## ENTRY REQUIREMENTS

Leaving Certificate or Equivalent with a minimum of five passes including English. Prospective students should note that a high level of academic ability is needed to complete this course. Third level graduates and mature/adult students are also encouraged to apply.

## HOW TO APPLY

Please see page 4.

## FEES & COSTS

Year 1	Student services	€200
	Exam fees - FETAC	€60
	Class materials - Galileo	€200
	<b>Total</b>	<b>€460</b>

## COURSE CONTENT

### YEAR 1 - CERTIFICATE

- Communications
- Work Experience
- Tourism Awareness
- Customer Service
- Database Methods
- Tourism and Travel Services
- Cultural Studies
- Language Option:
  - Spanish
  - Italian
- Text Production
- Global Distribution System

### YEAR 2 - ADVANCED CERTIFICATE

- Consultative Selling
- Tour Operations
- Global Distribution System -done in yr 1
- Travel Geography
- Retail Travel Management
- Customer Service
- Word Processing
- Hotel Reservations and Accounts
- Accounting (Manual & Computerised)
- Language Option
  - Spanish
  - Italian

## FURTHER STUDIES

Successful completion of the Diploma entitles students to apply for:-

- Yr 2 BA (Hons) Business Studies with Tourism - Cork IT [CR041]
- Yr 2 (Hons) Leisure Management – University of Wales and Swansea Metropolitan University
- Yr 2 BSc (Hons) International Tourism & Hospitality University of Sunderland
- Yr 2 BSc (Hons) Tourism Management University of Sunderland
- Yr 3 ICM Graduate Diploma in Financial Management – Cork College of Commerce

## EMPLOYMENT OPPORTUNITIES

Students will be prepared for employment opportunities, which exist in Travel Agencies, Airports, Airlines, Hotels, Heritage and Tourism Information Centres as well as the expanding Tour Guide sector.

Further Enquiries  
Ms. Kay Bambury  
021 4223 800 (direct Line)  
021 4222 100 (switchboard)  
email: kbambury@ccoc.ie

# International Airline Studies with Tourism



## AIM

This course prepares students for Cabin and Ground staff positions in the Airline Industry. It incorporates a comprehensive range of subjects covering all aspects of Airline Operations, including Marketing, Management, Flight Operations, Cargo Operators, Scheduling, Reservations and Work Experience.

## DURATION

One Year

## EXAMINING BODIES

Further Education and Training Council (FETAC)  
Airline Reservations in Galileo (IATA)

## AWARD/ FETAC CODE

Level 5 - Certificate in Tourism - DTXXX - FETAC

## ENTRY REQUIREMENTS

Leaving Certificate, LCA or equivalent. For mature candidates, experience will be considered in lieu of the Leaving Certificate.

## HOW TO APPLY

Please see page 4.

## COURSE CONTENT

- Communications
- Work Experience
- Tourism Awareness
- Customer Service
- Airline Studies
- Global Distribution System
- Language Options
- Spanish
- Italian
- Cultural Studies
- Cabin & Ground Crew Skills
- Text Production

## FURTHER STUDIES

Holders of a full FETAC award at level 5 or level 6 may apply for degree courses under the Higher Education Links Scheme and under the Pilot Links Scheme including:

- Yr 1 Bachelor of Business – CIT (CR021)
- Yr 1 Bachelor of Business, Office Information Systems. - CIT (CR022)
- Yr 1 Bachelor of Business, Tourism – CIT (CR041)
- Yr 2 Advanced Certificate in Office Administration – BAXXX FETAC Level 6 – Cork College of Commerce

## EMPLOYMENT OPPORTUNITIES

There are a range of employment opportunities connected with airline travel. These include Airline, Airports, Travel Agents, Tour Operators, Handling Agents and Air Freight Services.

## FEES & COSTS

Year 1	Student services	€200
	Exam fees - FETAC	€60
	Class materials - Galileo	€200
Total		€460



## FURTHER ENQUIRIES

Ms. Kay Bambury  
021 4223 800 (direct line)  
021 4222 100 (switchboard)  
email: kbambury@ccoc.ie

# Applied Languages for International Teleservices



## AIM

This programme is designed to enable the learner to communicate at a high level of proficiency in the target language while developing the necessary competency and experience to work in a changing business environment.

Get an internationally recognised qualification in both business and languages. Spend up to 17 weeks gaining work experience abroad in your target language while being subsidised by the Department of Education & Science.

## DURATION

Two Years

## EXAMINING BODY

Further Education and Training Council (FETAC)

## AWARD/ FETAC CODE

Level 6 - Advanced Certificate in International Teleservices  
- BITSX - FETAC

## ENTRY REQUIREMENTS

Leaving Certificate with a minimum B in ordinary level (D in higher level) in English and one continental language, or equivalent. The course is aimed at school leavers, those preparing to return to work or persons returning from abroad. Applicants should be motivated language learners and possess an outgoing personality. For mature candidates, experience will be considered in lieu of the Leaving Certificate.

## HOW TO APPLY

Please see page 4.

## FEES & COSTS

Year 1	Student services	€200
	Exam fees - FETAC	€60
	Total	€260

## COURSE CONTENT

### YEAR 1

- European Studies
- Cultural Studies
- LANGUAGE Options:
  - French
  - German
  - Spanish
- Customer Service
- Communications
- Database methods
- Word Processing
- Information and Communication Systems

### YEAR 2

- LANGUAGE Options:
  - French
  - German
  - Spanish
- System Support
- Transnational Work Experience
- Business Management Communications
- Teleservices
- Communications

## WORK EXPERIENCE IN EUROPE

Each student will spend a minimum of 17 weeks from April to August at the end of year one working in the country of his/her European Language, subject to successfully completing a Department of Education Oral Assessment before departure. A student support scheme will cover: essential insurance costs and 75% of travel costs to and from the work placement at the beginning and the end of the placement period, provided the most economic fares are secured, subject to a maximum of €381, plus €127 per week towards living expenses overseas, subject to a maximum of €2159 per student. This will not be means tested and will apply to all students on the course, subject to adhering to college policy.

## FURTHER STUDIES

Holders of a FETAC Award at Level 5 or Level 6 may apply for degree courses under the Higher Education Links Scheme and under the Pilot Links Scheme including:  
Yr 1 Arts BA (Hons) – UCC (CK101)  
Yr 2 Bachelor of Business – CIT (CR021)

## EMPLOYMENT OPPORTUNITIES

There is now a pressing need for more multi-lingual staff in Ireland and further afield as even the smallest business deals with international clients on a daily basis. Business-savvy graduates who speak one or more foreign languages have a definite edge in the current highly competitive jobs market. Graduates will be eligible to apply for positions in the areas of Tourism and Leisure, Customer Service, Sales, I.T. or can use this award to progress to third level.

### FURTHER ENQUIRIES

Ms. Blaithe O'Shea  
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