



OFFICE ADMINISTRATION DEPARTMENT

COURSE GUIDE



2011/12

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Introduction

The Office Administration department offers a range of full-time and part-time courses aimed at equipping learners with the necessary skills, knowledge and professionalism to work in any busy office environment. The department is based at the Brock Road annexe and is shared with the Flexible Learning Centre, Hair & Beauty and Build Environment departments.

Learners who wish to develop their word processing and general IT skills, on a part-time basis, can enrol on a course at our Flexible Learning Centre, for which there is a separate course guide.

If you are unsure which course is right for you, please contact Jane Le Poidevin, Programme Manager, on 737920 or via email janel@gcfe.net.

Information about other courses available at the Guernsey College of Further Education is available on our website: www.guernseycollege.ac.gg.

Administration Level 1

Course Title	OCR Certificate/Diploma in Administration Level 1
Programme Area	Office Administration, Brock Road
Awarding Organisation	OCR
Duration	One year (full time)
Time/Day	Four full days at college plus one study day
This qualification is suitable for	This qualification is suitable for those who wish to develop the knowledge, skills and understanding of administrative functions and activities which will enable them to carry out a range of routine tasks in the workplace. Aimed at school leavers.
Entry requirement	A good reference and interview
Outline of course	<ul style="list-style-type: none">• Working in Administration• Understanding business communications• Becoming a valuable team member and developing good customer service skills• Communication skills• Wide range of IT skills including keyboarding, audio transcription, word processing, spreadsheets, presentation software and email• Literacy & Numeracy qualifications• At least a week's work experience
Assessment method	Balance of examinations and assessment
Career opportunities	Administrative/trainee positions in a wide range of organisations. All previous students successfully employed.
Contact	Martine Ellis - Tel 737925 or Email martinee@gcfe.net www.guernseycollege.ac.gg

Administration Level 2

Course Title	OCR Diploma in Administration Level 2
Programme Area	Office Administration, Brock Road
Awarding Organisation	OCR
Duration	One year (full time)
Time/Day	Four full days at college, plus one study day
This qualification is suitable for	This qualification is suitable for those who wish to develop the knowledge, skills and understanding of complex administrative functions and activities which will enable them to carry out a range of routine and non-routine tasks in the workplace. Mainly aimed at school leavers, but would accept applications from mature students.
Entry requirement	A minimum of 2 GCSEs at grade C (one being English language), plus 2 at grade D or equivalent qualifications/experience. Applicants will be interviewed for suitability and personal circumstances are taken into account
Outline of course	<ul style="list-style-type: none">• Working in Administration• Understanding and composition of business communications• Becoming a valuable team member and developing good customer service skills• Communication skills• Wide range of IT skills• Bookkeeping• Shorthand• At least a week's work experience• Opportunity to study for additional qualifications such as the Certificate in Finance
Assessment method	Balance of examinations and assessment
Career opportunities	Administrative/trainee positions in a wide range of organisations. All previous students successfully employed.
Contact	Jana Noyon - Tel 737920 or Email janan@gcfe.net www.guernseycollege.ac.gg

Pathways

Course Title	Pathways
Programme Area	Office Administration, Brock Road
Awarding Organisation	OCR
Qualification	OCR Level 1 Certificate in Administration and Level 1 Certificate in Text Processing
Duration	10 weeks – Sept-Dec, Jan-April and April-June
Time/Day	4 days a week, Monday- Thursday, 09:15-14:15
This qualification is suitable for	This qualification is aimed at people returning to work after a career break, such as mothers and for those who are seeking a new career in office work. The aim of the course is to develop the knowledge, skills and understanding of administrative functions and activities which will enable students to carry out a range of routine office tasks in the workplace.
Entry requirement	An interview and literacy assessment
Outline of course	<ul style="list-style-type: none"> • Working in Administration • Understanding business communications • Financial Transactions (Petty Cash) • Organising business meetings • Wide range of IT skills including keyboarding, audio transcription, word processing and spreadsheets
Assessment method	Balance of examinations and assessment
Career opportunities	Office administrator, receptionist, secretary
Price	£500 tuition fees plus examination fees.
Contact	Anne Setters - Tel 737920 or Email annes@gcfe.net www.guernseycollege.ac.gg
Progression	You may want to continue your path by attending our Flexible Learning Centre

Teeline Shorthand

Course Title	Teeline Shorthand for Beginners & Shorthand Speed
Programme Area	Office Administration, Brock Road
Awarding Body	OCR/NCJ
Duration	Beginners - one academic year, part-time Speed – termly, part-time
Time/Day	Monday evenings Beginners – 19:00-21:00 Speed – 17:30-19:00
This qualification is suitable for	Beginners – aimed at the absolute beginner and all theory will be covered. Speed – aimed at students who already have the theory of shorthand under their belts but would like to develop their speed.
Entry requirement	Beginners – good English is an advantage Speed – working knowledge of Teeline Shorthand
Outline of course	Beginners - Students will study the Teeline system of shorthand writing. This system is loosely based on the letters of the alphabet, thereby making it an easier system to learn. Students should be able to develop speeds of 40-80 words per minute during their first year. Students will need a copy of Teeline Gold, the course book, ISBN 0-435-45353-8 plus a shorthand style notepad and a sharp pencil. Speed – This course is aimed at those students who have learned the basics of shorthand and now wish to develop their individual style and overcome their speed plateau. The students will need Teeline Gold Speed Ladder book ISBN 0-435-45355-6.
Assessment method	Examinations
Career opportunities	Essential skills for secretaries, PAs, administrators and journalists
Price	Shorthand for Beginners: £250, plus examination fees of £20 per exam Speed Class: £250, plus examination fees of £20 per exam
Contact	Anne Setters – Tel 737927 or Email annes@gcfe.net www.guernseycollege.ac.gg

Short Courses

The Administration Department runs a number of half day and full day courses in conjunction with the Management Studies Department and the Flexible Learning Centre. Courses can be written to meet specific client objectives and can be run in-house or at College.

Examples of courses on offer are:

- How to be more assertive
- Improve your communication
- Professional Receptionist
- Telephone Skills
- Improve your customer service
- Dealing with difficult people and situations
- Managing your time effectively
- Grammar know-how
- Emotional intelligence
- Building Successful Teams
- Performance Management
- Presenting Yourself Positively
- Stress Management
- Developing effective interview skills (interviewee)
- Business letter writing
- Report writing
- Email Etiquette

IT Courses:

- Advancing Microsoft Word 2007 & 2010
- Beginners' Microsoft Excel 2007 & 2010
- Beginners' Microsoft PowerPoint 2007 & 2010
- Advancing Microsoft Excel 2007 & 2010
- Microsoft Outlook 2007 & 2010

We are also able to tap into resources from other college departments, so if you have identified a course requirement for your staff, please contact Jane Le Poidevin in the first instance, who will be happy to discuss your exact requirements. Jane can be contacted on 737920 or via email janel@gcfe.net