



# OFFICE ADMINISTRATION DEPARTMENT

## COURSE GUIDE



2010/11

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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.

Included in the Administration department is a Club, called the PA Members' Club which runs short courses aimed at in-work professionals.

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 brochure.

If you are unsure which course is right for you, please contact Jane Le Poidevin, Programme Manager, on 737927 or via email [janel@gcfe.net](mailto:janel@gcfe.net).

Information about other courses available at the Guernsey College of Further Education is available on our website: [www.guernseycollege.ac.gg](http://www.guernseycollege.ac.gg).

## Certificate in Administration Level 1

<b>Course Title</b>	OCR Certificate in Administration Level 1
<b>Programme Area</b>	Office Administration, Brock Road
<b>Awarding Organisation</b>	OCR
<b>Duration</b>	One year (full time)
<b>Time/Day</b>	Three full days at college, one study day and one day on work placement
<b>This qualification is suitable for</b>	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.
<b>Entry requirement</b>	A good reference and interview
<b>Outline of course</b>	<ul style="list-style-type: none"><li>• Working in Administration</li><li>• Understanding business communications</li><li>• Becoming a valuable team member and developing good customer service skills</li><li>• Communication skills</li><li>• Wide range of IT skills including keyboarding, audio transcription and word processing</li><li>• Literacy &amp; Numeracy qualifications</li></ul>
<b>Assessment method</b>	Balance of examinations and assessment
<b>Career opportunities</b>	Administrative/trainee positions in a wide range of organisations. All previous students successfully employed.
<b>Contact</b>	Martine Ellis - Tel 737925 or Email <a href="mailto:martinee@gcfe.net">martinee@gcfe.net</a> <a href="http://www.guernseycollege.ac.gg">www.guernseycollege.ac.gg</a>

## Diploma in Administration Level 2

<b>Course Title</b>	OCR Diploma in Administration Level 2
<b>Programme Area</b>	Office Administration, Brock Road
<b>Awarding Organisation</b>	OCR
<b>Duration</b>	One year (full time)
<b>Time/Day</b>	Four full days at college, plus one study day
<b>This qualification is suitable for</b>	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.
<b>Entry requirement</b>	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
<b>Outline of course</b>	<ul style="list-style-type: none"> <li>• Working in Administration</li> <li>• Understanding and composition of business communications</li> <li>• Becoming a valuable team member and developing good customer service skills</li> <li>• Communication skills</li> <li>• Wide range of IT skills</li> <li>• Bookkeeping</li> <li>• Shorthand</li> <li>• Opportunity to study for additional qualifications such as the Certificate in Finance</li> </ul>
<b>Assessment method</b>	Balance of examinations and assessment
<b>Career opportunities</b>	Administrative/trainee positions in a wide range of organisations. All previous students successfully employed.
<b>Contact</b>	Jana Noyon - Tel 737920 or Email <a href="mailto:janan@gcfe.net">janan@gcfe.net</a> <a href="http://www.guernseycollege.ac.gg">www.guernseycollege.ac.gg</a>

## Diploma in Administration Level 3 – Day Release

<b>Course Title</b>	OCR Diploma in Administration Level 3
<b>Programme Area</b>	Office Administration, Brock Road
<b>Awarding Organisation</b>	OCR
<b>Duration</b>	1 day a week for 36 weeks
<b>Time/Day</b>	14:00 - 19:00, Wednesdays
<b>This qualification is suitable for</b>	Existing administration professionals seeking recognition and qualifications for work they currently do, as well as 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.
<b>Entry requirement</b>	<ul style="list-style-type: none"> <li>• Good level of written English</li> <li>• Good typing speed (45wpm+)</li> <li>• Interview</li> </ul> <p>This course is best suited to in work candidates but please call us to discuss your own circumstances.</p>
<b>Outline of course</b>	<ul style="list-style-type: none"> <li>• Understanding functions and roles within business</li> <li>• Producing complex business documents</li> <li>• Verbal communication in business</li> <li>• Support business meetings</li> <li>• Organise a business event</li> <li>• Range of Text Processing qualifications including Text Production, Word Processing, Mail Merge, Document Presentations, Business Presentations, Audio Transcription and Speedkeying (<i>tuition will take place 17:30-19:00, students already possessing these qualifications may not need to attend</i>)</li> </ul>
<b>Assessment method</b>	Balance of examinations, written assignments and tutor assessment
<b>Career opportunities</b>	Office Management, Executive Assistant, Senior Secretary
<b>Price</b>	£950 tuition fees plus £110 for OCR registration fee and separate examination fees
<b>Contact</b>	Jane Le Poidevin – Tel 737927 or Email <a href="mailto:janel@gcfe.net">janel@gcfe.net</a> <a href="http://www.guernseycollege.ac.gg">www.guernseycollege.ac.gg</a>

## Pathways

<b>Course Title</b>	<b>Pathways</b>
<b>Programme Area</b>	Office Administration, Brock Road
<b>Awarding Organisation</b>	OCR
<b>Qualification</b>	OCR Level 1 Certificate in Administration and Level 1 Certificate in Text Processing
<b>Duration</b>	10 weeks – Sept-Dec, Jan-April and April-June
<b>Time/Day</b>	4 days a week, Monday- Thursday, 09:15-14:15
<b>This qualification is suitable for</b>	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.
<b>Entry requirement</b>	An interview and literacy assessment
<b>Outline of course</b>	<ul style="list-style-type: none"> <li>• Working in Administration</li> <li>• Understanding business communications</li> <li>• Financial Transactions (Petty Cash)</li> <li>• Organising business meetings</li> <li>• Wide range of IT skills including keyboarding, audio transcription, word processing and spreadsheets</li> </ul>
<b>Assessment method</b>	Balance of examinations and assessment
<b>Career opportunities</b>	Office administrator, receptionist, secretary
<b>Price</b>	£500 tuition fees plus examination fees.
<b>Contact</b>	Anne Setters - Tel 737920 or Email <a href="mailto:annes@gcfe.net">annes@gcfe.net</a> <a href="http://www.guernseycollege.ac.gg">www.guernseycollege.ac.gg</a>
<b>Progression</b>	You may want to continue your <b>path</b> by attending our Flexible Learning Centre

## Teeline Shorthand

<b>Course Title</b>	Teeline Shorthand for Beginners & Shorthand Speed
<b>Programme Area</b>	Office Administration, Brock Road
<b>Awarding Body</b>	OCR/NCJ
<b>Duration</b>	Beginners - one academic year, part-time Speed – termly, part-time
<b>Time/Day</b>	Monday evenings Beginners – 19:00-21:00 Speed – 17:30-19:00
<b>This qualification is suitable for</b>	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.
<b>Entry requirement</b>	Beginners – good English is an advantage Speed – working knowledge of Teeline Shorthand
<b>Outline of course</b>	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.
<b>Assessment method</b>	Examinations
<b>Career opportunities</b>	Essential skills for secretaries, PAs, administrators and journalists
<b>Price</b>	Shorthand for Beginners £180, plus £10 enrolment fee and examination fees Speed £60 per term plus £10 enrolment fee and examination fees
<b>Contact</b>	Anne Setters – Tel 737927 or Email <a href="mailto:annes@gcfe.net">annes@gcfe.net</a> <a href="http://www.guernseycollege.ac.gg">www.guernseycollege.ac.gg</a>

## Bookkeeping

<b>Course Title</b>	Certificate in Bookkeeping Level 1
<b>Programme Area</b>	Office Administration, Brock Road
<b>Awarding Body</b>	OCR
<b>Duration</b>	2 terms – September 2010 to Easter 2011
<b>Time/Day</b>	Thursday evenings, 18:30-20:30
<b>This qualification is suitable for</b>	Students who would like to gain an introductory level qualification in bookkeeping.
<b>Entry requirement</b>	A good level of numeracy would be an advantage
<b>Outline of course</b>	<p>OCR Level 1 Certificate in Bookkeeping is an introduction to bookkeeping practices. It aims to provide candidates with a fundamental understanding of the principles of double entry bookkeeping, petty cash and managing the cash book. Examinations are optional. Text book: Level 1 Bookkeeping published by Osborne books is required.</p> <p>Units covered:</p> <ul style="list-style-type: none"> <li>• Posting to Accounts</li> <li>• Maintaining petty cash</li> <li>• Maintaining the cash book</li> </ul>
<b>Assessment method</b>	Timetable examination and classroom assignments
<b>Career opportunities</b>	Administration roles with a bookkeeping element
<b>Price</b>	£250 plus £10 enrolment fee and examination fees
<b>Contact</b>	Jane Le Poidevin - Tel 737927 or Email <a href="mailto:janel@gcfe.net">janel@gcfe.net</a> <a href="http://www.guernseycollege.ac.gg">www.guernseycollege.ac.gg</a>
<b>Progression</b>	<i>Students can enrol onto CAT courses offered by the Guernsey Business School. Tel 737590 for further details.</i>

## Dreamweaver

<b>Course Title</b>	Beginners' Web Design Using Dreamweaver
<b>Programme Area</b>	Office Administration, Brock Road
<b>Awarding Body</b>	n/a
<b>Duration</b>	6 weeks
<b>Time/Day</b>	Thursday evenings, 18:00-20:00
<b>This qualification is suitable for</b>	Students with an interest in hosting webpages with a view to setting up their own web page either for personal interest or commercial activities
<b>Entry requirement</b>	A good level of IT literacy would be an advantage but happy to take beginners.
<b>Outline of course</b>	<p>Starting with the basics you'll create a personal web site from scratch using the industry's standard software Adobe Dreamweaver.</p> <p>You'll create images and content for your site, look at layout, management, promotion, google placement, pitfalls, costs and legalities of running and maintaining a small business or personal website. At the end of the course you'll walk out with a finished site ready to make your first million!</p>
<b>Contact</b>	Jane Le Poidevin - Tel 737927 or Email <a href="mailto:janel@gcfe.net">janel@gcfe.net</a> <a href="http://www.guernseycollege.ac.gg">www.guernseycollege.ac.gg</a>

## PA Members' Club

The PA Members' Club offers a programme of training courses specifically aimed at administrators, personal assistants, secretaries and receptionists.

The biggest benefit of our training programme is that these courses are written by experienced staff who have worked as PAs along with having significant experience in running training events. Our trainers understand the world of the PA and secretary and appreciate the pressures these hardworking professionals face in their busy roles.

On our training courses members will have the opportunity to meet other like-minded people and discuss common issues. All the courses are run in a fun, friendly and safe environment where active participation is encouraged.

Members will receive a "passport" to document the courses they have successfully completed.

Membership of the Club is free and offers members many additional benefits. For more information visit our website [www.guernseycollege.ac.gg](http://www.guernseycollege.ac.gg) or email Martine Ellis on [martinee@gcfe.net](mailto:martinee@gcfe.net)

Examples of courses on offer include:

- 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
- Email etiquette
- Emotional intelligence
- Advancing Word
- Business letter writing
- Report writing

Please visit our website for dates [www.guernseycollege.ac.gg](http://www.guernseycollege.ac.gg)

All courses are half a day and cost £75 each, students can book on 3 courses for £200. Courses are also open to non-members.

These courses are also available to be run in-house on your premises, please contact Jane Le Poidevin on 737927 or [janel@gcfe.net](mailto:janel@gcfe.net) to discuss your exact requirements.

## Bespoke In-House Training

The Administration department is able to offer bespoke training courses which can be run on your premises.

In the past we have run such courses as Email Etiquette, Business Letter Writing, Grammar Skills and Advanced Microsoft Word 2007 for various clients on their premises. These courses can be tailored for the client, taking into consideration their in-house policies and procedures and the specific learning objectives of the delegates.

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 737927 or via email [janel@gcfe.net](mailto:janel@gcfe.net)