

## Level 6 Advanced Certificate in Office Management: 6M5013



### Course Content

<b>Administration Practice</b> 6N4169	The aim of this module is to equip the student with the necessary skills and knowledge to work in an administrative role within a company.
<b>Customer Service</b> 6N0697	This module will facilitate the student in gaining an in-depth understanding of the customer service function within an organisation and to develop effective customer service skills.
<b>Human Resource Management</b> 6N3750	HR Management enables the student to gain an in-depth understanding of the role and functions of Human Resources within an organisation. Students will acquire and develop the necessary practical, personal and interpersonal skills required to work in a Human Resource Department.
<b>Text Production</b> 6N4945	The purpose of this award is to equip learners with the knowledge, skill and competence to produce a range of documents such as letters, memos, reports etc. to a mailable standard, at a production speed of 45 words per minute.
<b>Audio Transcription</b> 6N4185	The Audio Transcription module allows students to transform verbal and audio materials into text documents. Students will reach a production speed of 45 words per minute.
<b>Spreadsheets</b> 6N4089	Students will learn how to create spreadsheets using Microsoft Excel. Content would include advanced formulae, charts and graphs, macros, what if analysis, database functions, linking and auditing.
<b>Word Processing</b> 6N4977	This is designed to equip the learner with the knowledge, skills and competence to use a word processing application to produce documents in a variety of contexts to a mailable and publishable standard whilst working autonomously and under general direction. Learners will be able to create documents applying a range of advanced text processing features including – page layout, referencing long documents – adding tables of content, cross referencing, bookmarks, indexes, mail merge, graphics, tables, macros, tracking changes and sharing documents for editing.
<b>Work Experience</b> 6N1946	The Work Experience module will equip the learner with the relevant knowledge, skills and competence to participate in the workplace for a limited time, carrying out work-related tasks autonomously and/or in a supervisory capacity.
<b>Event Management</b> 6N4800	Upon completion students will have the skill set necessary to plan, organise, supervise, produce and conduct a post-event evaluation of an event such as an exhibition, artistic performance, cultural event, business event, fundraising event, political event, conference or festival.

MODULES MAY BE SUBJECT TO CHANGE

This course facilitates students to develop a range of practical and administrative skills, in order to produce high quality administrative outputs in a range of business contexts. It also provides them with the opportunity to acquire the competencies to work independently or in a supervisory capacity in an administrative role in the private, public or voluntary sector.

**Entry Requirements**  
Applicants should have completed a QQI level 5 Certificate or an equivalent qualification in an appropriate discipline. Students are required to have a good working knowledge of computer applications. Students may be subject to Garda Vetting

### Certification

On successful completion of the course, candidates who reach the required standard will receive the following award:

**QQI Level 6 Advanced Certificate in Administration (6M5013)**



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### Career Opportunities

This course provides the basis from which a student may further his/her studies. There is also a wide range of opportunities in the I.T. sector including:

Office Work in a supervisory capacity in the following areas:

- PA in Public and Private Companies
- County Councils
- Health Boards
- Solicitors
- Banks
- Accountants
- Human Resource Departments
- Customer Service Departments



**WORKSHOPS**  
Interview Preparation  
CV Preparation

**FIELD TRIPS**  
Career Exhibitions  
Customer Service

**GUEST SPEAKERS**  
Human Resources  
CAO

### Possible Progression from this Course

#### Athlone Institute of Technology

- AL650 Business Level 6  
AL653 Office Management Level 6 – *Direct entry to year 2*  
AL663 Business (Sport and Recreation) Level 6  
AL850 Business Level 8  
AL851 Business and Law Level 8

#### DCU

- DC111 Business Studies Level 8  
DC230 Economics, Politics and Law Level 8  
DC240 Marketing, Innovation and Technology Level 8

#### Dublin Institute of Technology

- DT303 Marketing Level 6  
DT315 Business Studies Level 6  
DT324 Business Management Level 6

#### Carlow Institute of Technology

- CW006 Higher Certificate in Business Studies (Wexford) Level 6  
CW018 Business (Wexford) Level 8

#### Sligo College of Technology

- SG101 Business Level 6  
SG105 Business in Office Administration Level 6  
SG108 Business in Accounting Level 6  
SG141 Business Level 8

#### GMIT

- GA170 Business Level 7  
GA171 Administration and Information Systems Level 7  
GA181 Accounting Level 8  
GA869 Business with Administration or ICT Skills Level 6  
GA877 Business (Castlebar) Level 7  
GA878 Accounting and Financial Management (Castlebar) Level 7

#### Maynooth University

- MH401 Finance Level 8  
MH403 Accounting and Finance Level 8  
MH404 Business and Management Level 8

