

## What is the course about?

This is an intensive roll-on roll-off course with a maximum of 15 weeks participation. It is a Level 2 course designed to equip learners with a range of skills and knowledge required for employment as administrators, receptionists and secretaries. The course is suitable for learners who have previously worked in administration but need to refresh skills following a career break or for those seeking a career change or wishing to improve employment opportunities in administration. The course may be supported by the Isle of Man Government.

## What are the entry requirements?

No formal qualifications – applicants must be over 18 years of age.

Applicants must attend an initial assessment followed by a formal Interview.

Applicants require basic computer skills – this is not a beginner course.

Applicants require reasonable spoken and written English – if English is not your first language you should hold a Level 2 standard of verbal and written communication skills. Language skills will be discussed at Interview.

Hours: Monday to Wednesday: 9.15 am to 3.15 pm with one hour for lunch. Some exams may be scheduled outside these hours towards the end of the course.

(NB: Attendance is strictly monitored and poor attendance could result in the withdrawal of course sponsorship.)

Work Ethic: This course emphasises the need for professional skills and attitudes. Learners will be expected to attend punctually and regularly, and be ready to commence their studies at the agreed starting time(s). Learners are expected to commit to and to carry out their studies to the best of their abilities throughout the course.

Dress Code: In this office administration course which simulates a work environment learners will be expected to wear appropriate standard of personal dress and appearance at all times. Trainers, jog pants, leggings, jeggings, hooded jackets, jeans, skimpy tops, shorts and short skirts are not acceptable.

## What subjects will I study?

- SQA – National Progression Award in PC Passport
- Word Processing
- Presentations
- Spreadsheets

Additional topics covered if time allows

- CVs, Job Applications and Interview Skills
- Customer Service
- Office Practice – College Certificate
- Keyboarding Speed/Accuracy – College Certificate

## Who should I contact?

Contact the Department Secretary by e-mail to [tracy.clift@ucm.ac.im](mailto:tracy.clift@ucm.ac.im) or 648202 for further information.