

This programme is similar to our other College partnerships with Liberties and Inchicore Colleges, and offers a great opportunity for students to progress into mainstream education, but with the support of our project.

Students will be expected to attend our centre 2 afternoons per week and study independently and complete assignments outside of this time.

Students study four modules at QQI Level 4. 2 in our centre in Parnell Square from September to December and 2 more in January in Marino College.

The modules on offer are as follows:

1. I.T.Skills

- Correct use of Email and Internet
- Word-Processing and typing
- Learn how to store and arrange files and folders

2. General Office Skills

- How to use a correct filing system
- Operate standard office equipment such as fax, photocopiers and printers
- Telephone/Reception skills

3. Customer Service (In Marino College from January)

- Learn to communicate with customers and business partners
- How to deal with customer complaints
- Improve your confidence when working with others

4. Spreadsheet Methods (In Marino College from January)

- Learn how to set up and edit a spreadsheet
- Use a set of tools for calculating costs, profit, wages etc.
- Produce charts for reports using Microsoft Excel

Foundations Project

(in partnership with Marino College)

Level 4 Office Skills (Part-time)

2017-2018



Are you interested in working in an office, a contact centre or in Customer Service? Have you completed beginner computer courses, or are comfortable using computers?

Complete 2 modules with the Foundations project in Parnell Square from September to December, and then progress to Marino College in January.

COURSE FEES:

The course is free to people on Social Welfare payments, with a medical card or adults who left school without a Leaving Certificate.

Students must be over 18 at the time of registration and should have been attending other courses at QQI Level 3 or equivalent in the previous year.

Please return to James Quinn, CDET B Foundations Project, 1 Parnell Square, Dublin 1 by August 31st, or call 087-9536535 for more information.

Interviews will then be held in the Foundations Project in early September .

Application Form:

Personal details:

Name: _____

Address: _____

Phone No.: _____

Date of Birth: _____

Please list any Educational qualifications or QQI certificates and the levels you have achieved:

What are your interests in this area:

Signature: _____

Date: _____