

LIR BUSINESS SERVICES & TRAINING CENTRE LTD.

QQI Front Office Skills 6N4186

Course Information



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Programme Objectives

QQI Front Office Skills 6N4186

This programme module aims to provide a learner with the relevant knowledge, skills and competence to operate effectively in a front office department of an organisation by working independently or within a supervisory capacity.

Entry: Leaving Certificate, QQI Level 5 Certificate or equivalent life/work experiences.

Learning Outcomes

1. Appraise the key characteristics of front office personnel.
2. Examine legislation governing health and safety at work to include security and emergency procedures.
3. Generate office systems and procedures to enable the front office to be managed efficiently and professionally.
4. Formulate contingency plans to ensure the operations of a business are not compromised when unplanned events occur.
5. Organize staff development to include an appraisal of the effectiveness of current performance.
6. Evaluate performance management strategies for front office personnel.
7. Apply customer service concepts and theories to a range of business contexts.
8. Manage resources in a front office applying staffing techniques to ensure resources are managed efficiently.
9. Use a range of data networking communications to include fax, e-mail, electronic data interchange, paging, telephone management systems.
10. Demonstrate technical competence in office technology using a range of software packages relevant to the front office.
11. Provide front office service and support.

Assessment

Portfolio of Work 50% and Project 50%

Duration

This Programme comprises of 1 module. The duration of this module is typically 150 hours. This is a combination of 50 hours of Directed Learning and 100 hours of Self-directed learning. The 50 hours of Directed Learning takes place in Classroom Attendance and 'Live' Tutor Online Classes. Self-directed Learning is learner-led, and it includes self-directed study, through Lir eLearning Hub, preparation and reflection time. There are Virtual Office Hours throughout the week also to give you the opportunity of meeting your Tutor online if you have any queries.

A Blended and Online Course with 'Live' Tutor classes, optional Virtual Office Hours and Tutorials and One-OR 5 x Workshops (1 day per week) or 8 x Evening Classes plus self-directed learning with online support.

Fees and Payment Options

- Course fee: see www.lirbusinesscentre.com or phone Lir Reception 044-9342754 for a Quote.
- Payment 1) In full, or 2) Flexi-payments/Funding 3) In-Company - separate quote.
- You may qualify for funding by contacting your local Intreo/DSP Office.

Entry Requirements

It is expected that you will have a range of learning styles, strengths and needs related to the programme and have the capacity to take responsibility for your own learning within the managed classroom and online environment provided by Lir Business Services & Training Centre Ltd.

A competency test may be carried out for English language and literacy and/or keyboarding/computer skills to ensure that you have the skills necessary to complete the programme.

Delivery Mode(s)

Delivery modes include:

- Centre-based (face-to-face 'Live Tutor' instruction/in a classroom/and online class environment)
- Workplace learning
- Blended learning (hybrid model where a portion of learning is classroom-based and a portion of which is web-based learning)

Learner Progression

Learners who successfully complete this course may use the associated credits towards a Major Award.

For more information, visit www.lirbusinesscentre.com.