

## QQI Level 5 (5M2071)

### Computers and On-line Customer Service – FIT

#### Course Information

This QQI Level 5 course is a FIT initiative for unemployed people to access training and pursue employment opportunities requiring skills in Information Technology and customer service. The course provides students with the skills to work in the rapidly expanding area of e-business and on-line customer service. The award will enable the learner to work independently and under supervision in a broad range of customer contact centre settings, and/or to progress to further and/or higher education and training.

#### Course Content

Component Title	Code
<b>Contact Centre Skills</b>	<b>5N1361</b>
The purpose of this award is to equip the learner with the knowledge, skill and competence to operate effectively in handling customer queries and issues in a contact centre support role within a range of contact centre contexts.	
<b>Customer Service</b>	<b>5N0972</b>
The purpose of this award is to equip the learner with the knowledge, skill and competence to provide effective customer service within a work, social or voluntary environment, operating independently while under general supervision.	
<b>Communications</b>	<b>5N0690</b>
The purpose of this award is to equip the learner with the relevant knowledge, skill and competence to communicate verbally and non-verbally in standard everyday tasks and in work-related tasks, operating independently while under general direction.	
<b>Work Experience</b>	<b>5N1356</b>
The purpose of this award is to equip the learner with the relevant knowledge, skill and competence to participate in the workplace for a limited time, carrying out work-related tasks independently while under general direction.	
<b>Business Administration Skills</b>	<b>5N1610</b>
The purpose of this award is to equip the learner with the knowledge, skill and competence in the administration requirements of a range of organisations to enable the learner to operate effectively under supervision in a variety of administration contexts.	

<b>Database Methods</b>	<b>5N0783</b>
The purpose of this award is to equip the learner with the knowledge, skill and competence to create and modify databases under limited supervision.	
<b>Word Processing</b>	<b>5N1358</b>
The purpose of this award is to equip the learner with the knowledge, skill and competence to use a word processing application to produce documents in a variety of contexts to a mailable or publishable standard whilst working autonomously and under general direction.	
<b>Spreadsheet Methods</b>	<b>5N1977</b>
The purpose of this award is to equip the learner with the knowledge, skill and competence to create and modify spreadsheets under supervision, using common spreadsheet features.	
<b>Internet</b>	<b>5N1611</b>
This programme module aims to equip the learner with the knowledge, skill and competence to use the internet for communication, research, collaboration, e-Commerce and web authoring in a secure and confidential manner in a range of personal and work contexts	

## Award Information

QQI Level 5 certificate in Contact Centre Operations (5M2071), FIT Certificate

## Duration

1 year

## Entry Requirements

Priority will be given to long term unemployed applicants aged 21 or over and in receipt of a social welfare payment with no qualification higher than QQI Level 4. Otherwise, LCA, Leaving Certificate or equivalent.

## Course Fees

Student Services €150, Government Levy €200 (Medical card holders exempt), QQI Exam fees €50 (Medical card holders exempt), **Total: €400 (€150 with Medical Card)**

## Further Studies

Holders of the full QQI level 5 Award may progress to Year 1 Business Studies (CR021) or Business Administration (CR022) at Cork Institute of Technology, or appropriate QQI Level 6 courses in other Further Education colleges.

## Career Prospects

Graduates may expect to find employment in a range of companies providing customer service operations, and in the Computer Applications and Marketing areas.

## Further Information

For information and application contact FIT at their Cork office on 021-2307088 or lo-call on 1890-252813; visit [www.fit.ie](http://www.fit.ie) .