

Office Skills and Retailing

Entry Level, Level 1, Level 2

Treloar College offers a great variety of courses so that you can choose a package of work and qualifications that best suits your interests and abilities.

The heart of the department is the Ian Karten Centre, a purpose-built office environment offering training and real work experience for students following NVQ courses in Administration and Customer Service, and the College Shop, which opens every weekday and is run by students as part of their NVQ programme in Distributive Operations (Level 1).

In the classroom: the Ian Karten Centre

This open-plan workspace is equipped with the latest office and computer equipment, which enables students to provide a number of services to internal and external clients, including:

- word processing
- copying
- data entry
- mailing services
- design
- short-run print bureau.

Jobs in the past year have included the design and publishing of websites, as well as a great variety of tickets, posters, flyers, invitations and business cards.

The way we work

Depending on your choices, you may find yourself working in the Ian Karten Centre for the majority of the week, or for shorter periods of time.

- Many students combine work in the Ian Karten Centre with another subject
- Some students come to Treloar's to study a specific subject and choose to add practical office experience to their portfolio in their final year

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- Others join the department as part of their work experience programme in order to:
 - develop general office skills in the Ian Karten Centre
 - develop customer care and social skills or general confidence in dealing with money in the College Shop

Programmes of study

ENTRY LEVEL

Within the General Entry level course on offer at Treloar College there is an option to take part in a group enterprise activity within the department.

We also offer OCR Word Processing qualifications and other pre-vocational Entry level courses, if an NVQ level 1 course is not yet right for you.

BTEC Certificate in Skills for Working Life

Two of the specialist units on offer in the Ian Karten Centre at Entry Level 3 are:

• Introduction to Business Administration

This looks at:

- the different types of forms used in an office
- the different ways people

- communicate within a business environment
- the practical use of a photocopier, fax machine, computers

- Working as a Shop Assistant

This looks at:

- dealing with customers
- different methods of paying for goods
- looking after stock.

LEVEL 1

NVQ Level 1

NVQ Administration
NVQ Customer Service
NVQ Distributive Operations

NVQ Level 2

NVQ Administration
NVQ Customer Service

Entry requirements: Can anyone study in the Ian Karten Centre?

One factor influencing the decision regarding whether you would be suitably placed in the Centre can be your hand skills.

Most of the courses involve the use of general office equipment, and NVQ courses require you to be able to physically undertake the tasks yourself – rather than direct someone else if it is an integral part of the unit.