



QQI AWARD

The Level 4 Certificate is awarded by Quality and Qualifications Ireland (QQI) and is on the same NFQ level as the initial section of the Leaving Cert programme.

Enquiries to:

087 136 04 96

dusher@offalyldc.ie



SCAN ME



\*Are you unemployed?

\*Aged between 18 and 35?

\*Are you receiving a Social Welfare Payment?

Would you like to learn the skills that may help you find a career in OFFICE RECEPTION, RETAIL or TOURISM

CONTACT US NOW

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## Employment Skills for Office Reception, Retail & Tourism

QQI Level 4 Award



FREE TRAINING COURSE Starts Sept 4th 2023

TRAINING ALLOWANCE PAID

Customer Service - Reception Skills - Tourism Visitor Care - Stock Control CV & Job Interview Skills - Communications - Computer Skills & more



**Customer Service 4N1989**

The purpose of this award is to equip the learner with the knowledge, skill and competence to offer efficient customer service within a work, social or voluntary environment operating with some autonomy while under direction.

**Reception Skills 4N1867**

The purpose of this award is to equip the learner with the knowledge, skill and competence to work in a reception area or front office environment under supervision, or progress to further education or training.

**Tourism Visitor Care 4N0628**

The purpose of this award is to equip the learner with the knowledge, skill and competence to understand the social and economic benefits of tourism and to appreciate their own role in providing tourism visitor customer care.

**Communications 4N0689**

The purpose of this award is to equip the learner with the relevant knowledge, skill and competence to communicate verbally and non-verbally in routine everyday tasks, and in work-related tasks while under supervision.

**Stock Control 4N1184**

The purpose of this award is to equip the learner with the knowledge, skill and competence to order, store and monitor goods for the retail sector.

**Work Experience 4N1168**

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 and to carry out work-related tasks while under supervision.

**Retail Sales Techniques 4N1183**

The purpose of this award is to equip the learner with the knowledge, skill and competence to operate effectively in a retail selling environments

**Workplace Safety 4N1124**

The purpose of this award is to equip the learner with the knowledge, skill and competence to appreciate the importance of workplace safety. It is designed to develop skills in handling workplace items and safety equipment safely and effectively.

This module also includes **Safe Pass, First Aid, Food Safety and Manual Handling** certification

**Information Technology Skills 4N1125**

The purpose of this award is to equip the learner with the knowledge, skill and competence to use applications in information technology. It is designed to develop skills in data entry, word processing, and using the internet.

**Personal Effectiveness 4N1132**

The purpose of this award is to equip the learner with the knowledge, skill and competence to use a range of personal and learning skills in a variety of personal, civic and vocational contexts, operating with some autonomy while under direction.

**Functional Mathematics 4N2138**

The purpose of this award is to equip the learner with the knowledge, skill and competence to recognise situations where mathematics can be used meaningfully in daily life, apply and transfer mathematical processes and concepts appropriate to the situation, interpret and draw conclusions from activity, and communicate conclusions appropriately to others.

It is designed to develop skills which enable more effective functioning in personal life, the workplace and as a member of society. Achievement of this award reflects ability to complete tasks and processes independently under supervision.