

Gain skills and knowledge to work in an office environment to a standard that employers expect



Youth Guarantee programmes are free, one year full-time courses designed for school leavers. Start in February

Programme content

Office administration you will have the unique opportunity to learn different skills in our simulated office environment. You will be able to demonstrate and apply knowledge of office administration processes on a day to day basis including office procedures, office etiquette, stock control and writing skills

Communication improve your communication skills and learn to provide quality customer service through building positive relationships and meeting the personal needs of customers. Practice these skills in a variety of simulated work roles including front line reception, telephone conversations and dealing with complaints

Computing learn the basic skills to confidently use a computer. Learn to use the Microsoft Office suite efficiently. Software applications include Word, Excel, Powerpoint and Access. Be able to produce and maintain documents, spreadsheets and databases. Also covered is health and safety while using a computer

Life education enjoy class trips to a variety of professional, recreational and educational facilities. Also includes visits from professional speakers for motivation, career planning and life skills

Qualification

Graduates will gain the Certificate in Work Skills (Office Skills/Computing) and the NZQA National Certificate in Business Administration & Computing (Level 2)

Further study options

Enrol in the Certificate in Office Administration & Computing (Advanced), the Diploma in IT, Diploma in Business or other certificate, diploma and degree courses offered at Whitireia New Zealand

Job opportunities

Graduates of the Certificate in Office Administration & Computing will be confident and work ready for employment in an office, in roles such as receptionist, office administrator or customer service representative

Entry criteria

- Must be a school leaver between 16 and 17 years of age as at 13 February 2012
- Can be turning 18 years of age on or after 14 February 2012 and still be eligible
- Must enrol in full-time study in 2012
- Must be a New Zealand citizen or permanent resident