NITEC IN BUSINESS SERVICES

MODULE OBJECTIVES

Core Modules

Fundamentals of Communication I
Communication skills are important in everyday life, helping us to better understand the people and issues around us. This module encourages students to enjoy the communication process, to be better communicators and to motivate them to improve their skills. This module will re-visit some communication basics but will focus on speaking and listening.

Customer Service
On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, and obtain customer feedback.

Software Applications
On completion of the module, students should be able to produce office document using word processing, spreadsheet and PowerPoint software. In addition, students will be able to handle file management and have a basic appreciation of the user level maintenance of hardware.

Professional Image and Etiquette
On completion of the module, students will be aware of personal hygiene, grooming and deportment. They would also be able to plan their wardrobe for a professional appearance. They will also have the skills for social, business and dining etiquette.

Principles of Office Administration
On completion of the module, students should be able to handle key company processes such as managing records, handling procurement and payment, managing office supplies, processing mails, scheduling meetings, making travel arrangements, and providing user level maintenance of office equipment.

Fundamentals of Communication II
On completion of the module, students should be able to apply the essential communication skills in listening, speaking, reading and writing, to build good relationships in social as well as workplace settings.

Elements of Business
On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as business ethics and corporate social responsibility.

Business Event Organisation
On completion of the module, students should be able to plan an event, send invitations, handle registration and perform guest relations activities, handle the logistical arrangements for an event and event close-down activities.

Introduction to Accounting
On completion of the module, students should be able to record simple business transactions, prepare journals and ledgers, maintain petty cash and prepare trial balance and final accounts for a sole-proprietorship business.

Integrated Business Project
On completion of the module, students should be able to plan and execute a business project by applying and integrating skills and knowledge acquired in communication skills, information technology, accounting and service quality, in the context of the current business environment.

On-The-Job Training I
On completion of the module, trainees should be able to apply and integrate Year 1 skills and knowledge acquired at ITE College, and further develop competencies at the workplace.

On-The-Job Training II
On completion of the module, trainees should be able to apply and integrate Year 2 skills and knowledge acquired at ITE College, and further develop competencies at the workplace.