

## NITEC IN SERVICES – BUSINESS SERVICES

Course Code: NSBSV / Plan Code: NSBSV

### COURSE OBJECTIVE

This course provides students with the skills and knowledge to provide front line support and service for an organisation's clients and customers.

### COURSE STRUCTURE

S/N	Module Details	Module Code	Module Objectives
M1	<b>Business Communication</b> 80 hrs (T) 20 hrs (P) Credits: 5 Prerequisite: Nil	BS2008FP	On completion of the module, students should be able to apply essential communication skills to build professional relationships, and prepare business documents as well as presentations.
		Equivalent Code Nil	
M2	<b>Introduction to Data Analytics &amp; Cyber-security</b> 40 hrs (T) 80 hrs (P) Credits: 4 Prerequisite: Nil	BS2011FP	On completion of the module, students should be able to adopt spreadsheet and analytics software to visualise and analyse data, and generate formatted reports to facilitate informed business decision. Students will also gain awareness on the importance of data confidentiality and data security.
		Equivalent Code Nil	
M3	<b>Social Media Marketing</b> 40 hrs (T) 60 hrs (P) Credits: 4 Prerequisite: Nil	BS2012FP	On completion of the module, students should be able to apply online media tools to execute the organisation's social media marketing strategies.
		Equivalent Code Nil	
M4	<b>Customer Service</b> 60 hrs (T) 60 hrs (P) Credits: 5 Prerequisite: Nil	BS2013FP	On completion of the module, students should be able to identify and respond to customer and stakeholders needs, create and deliver value for targeted customers and the organisation.
		Equivalent Codes BS2002FP BS2002FPR	
M5	<b>Event Planning &amp; Administration</b> 60 hrs (T) 60 hrs (P) Credits: 5 Prerequisite: Nil	BS3008FP	On completion of the module, students should be able to plan an office event and handle event administration.
		Equivalent Codes BS3003FP BS3003FPR	
M6	<b>Sales Techniques &amp; Engagement</b> 60 hrs (T) 40 hrs (P) Credits: 4 Prerequisite: Nil	BS3009FP	On completion of the module students should be able to apply sales techniques to sell to client needs and develop strong sales relationships.
		Equivalent Code Nil	

Abbreviations: T – Theory, P – Practical

### CREDITS FOR CERTIFICATION

Total of 27 credits from successful completion of 6 modules.

### VENUE

ITE College Central, ITE College East, ITE College West

Note:

- 1) The training schedule of lessons is subject to change.
- 2) Depending on the demand, not all the modules in the CET *Nitec* in Services courses will be offered in each intake. Where the modules are offered and there is insufficient enrolment, the classes will be cancelled and a full refund will be given to the affected students.