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| **Minor Award Name** | **Information and Administration** |
| **Minor Award Code** | **5N1389**  |
| **Level** | **5** |

**Suggested resources to support delivery:**

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| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| Types of organisations | Online presentation | This presentation explains what a sole trader, partnership, private limited company, public limited company, co-operative, franchise is. | Eir StudyHub.com | <http://studyhubdata.com/leaving-cert/business-higher/types-of-business-organisations> |
| Types of Organisational Structure | Online worksheet | This worksheet can be used to help students test their understanding of organisational structure. | Tutor2u  | <http://beta.tutor2u.net/business/blog/lesson-worksheet-organisational-structure-basics> |
| Business Departments | Webpage | This webpage outlines the main departments within a business: Production, Marketing, Finance, Human Resources, IT | Open University | [http://www.open.edu/openlearn/money-management/organisations-and-management-accounting/content-section-4.1#](http://www.open.edu/openlearn/money-management/organisations-and-management-accounting/content-section-4.1%23) |
| Departments within organisations | Website | Offers Slideshare SWOT analysis presentation. | Kara Bragg | <http://www.slideshare.net/KaraBragg/swot-analysis-presentation-954351> |
| Personnel within organisations | Webpage | This webpage explains the roles and duties of various personnel within organisations. | Business Case Studies.co.uk | <http://businesscasestudies.co.uk/business-theory/people/roles-of-people-in-organisations.html> |
| Types of administration staff | Webpage | This webpage outlines the types of administration staff in any organisation: receptionist, office manager, personal assistant, office assistant, etc. | Jobsdb.com | <https://sg.jobsdb.com/sg/en/staticcontent/infocus/nov/different-types-of-admin-professionals-and-their-roles.html> |
| Reception Duties | Website | Provides details into skills and duties of a receptionist | Coverlettersandresume.com is a website started in 2011 with the aim of providing the best and totally free cover letters and resume samples to the job seekers around the world*.* | <http://coverlettersandresume.com/resume/duties/receptionist-skills-qualifications-strengths-and-duties-for-resume/>  |
| Dealing with complaints | Webpage | How to handle customer complaints  | Skills you need.com | <https://www.skillsyouneed.com/rhubarb/dealing-with-complaints.html> |
| Workplace Legislation | Book | This chapter outlines the various pieces of employment legislation and health and safety that protects employees and employers in Ireland.  | Modern Office Technology & Administration by Joan Galllagher with Siobhán Creedon Chapter 3 | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| Equality legislation | Online Document | Employment Equality Acts 1998 to 2011 | Published by the Office of the Attorney General | <http://www.irishstatutebook.ie/>  |
| Website | Summary of Equality in the workplace | Citizen Information Centre | <http://www.citizensinformation.ie/en/employment/equality_in_work/equality_in_the_workplace.html> |
| Health, safety and welfare at work | Online Document | Safety, Health and Welfare Act 2005 (No. 10 of 2005)  | Published by the Health and Safety Authority | <http://www.hsa.ie/eng/Legislation/Acts/Safety_Health_and_Welfare_at_Work/Safety_Health_and_Welfare_at_Work_Act.html#regulations>  |
| Website | Summary of the Safety, Health and Welfare at Work Acts 2005 and 2010 | Citizen Information Centre | <http://www.citizensinformation.ie/en/employment/employment_rights_and_conditions/health_and_safety/health_safety_work.html>  |
| Contracts of Employment | Website | This offers information on employment contracts and rights in Ireland. | Citizens Information Board | <http://www.citizensinformation.ie/en/employment/employment_rights_and_conditions/contracts_of_employment/contract_of_employment.html>  |
| The Office and its Functions | Webpage | The office and its functions are explained on this webpage. | Tyrocity.com | <http://notes.tyrocity.com/functions-of-an-office/> |
| Office Equipment | Website | This webpage outlines the typical office equipment found in a modern office. | James Stephenson | <https://www.entrepreneur.com/article/81952> |
| Telephone Etiquette | Video | This video provides insight to good telephone etiquette required for a receptionist | [www.youtube.com](http://www.youtube.com) -Likkle Romain channel provides good advice on telephone skills and other front office duties. | <https://www.youtube.com/watch?v=JCQHV_YHSEI&list=PLRRKERF60UuFy8_k9rkHRBqcWtzbykOze>  |
| Organisation Chart | Website | This webpage gives a definition of what an organisational chart is along with a sample diagram | Tutor2u.net | <https://www.tutor2u.net/business/reference/organisation-charts> |
| Types of organisational chart | Website | This webpage looks at types of organisational charts which can be used in different scenarios. | Creately.com - Nishadha | <http://creately.com/blog/diagrams/types-of-organizational-charts/> |
| Diary Management | Website | This article gives simple tips on how to manage a diary effectively. | Sofi Freijeiro-Armitage | <https://www.linkedin.com/pulse/4-simple-tips-help-you-tackle-diary-management-freijeiro-armitage> |
| Types of Meetings | Website | This article explains the various types of meetings conducted within a business, e.g., Annual General Meeting (AGM), Extraordinary Meeting (EGM) | The Business Communication | <https://thebusinesscommunication.com/types-of-company-meetings/> |
| Meetings | Website | This webpage outline the responsibilities of the chairperson, secretary and treasurer in relation to meetings | The Wheel.ie | <http://www.wheel.ie/content/responsibilities-officers> |
| Types of Meetings | Website | A verbal skill exercise on how to start a meeting or set expectations for a meeting. | Snapclass | <https://www.youtube.com/watch?v=KCpcqdggF-0>  |
| Types of Meetings | Website | Examines how to run an effective meeting. | IHI Open School | <https://www.youtube.com/watch?v=6nskgc8sBIk>  |
| Meeting Documents | Webpage  | This explains the various documents required for a meeting –notice, agenda, reports and minutes. | Southwark Council | <http://moderngov.southwark.gov.uk/uuCoverPage.aspx?bcr=1> |
| Business Itinerary | Article | How to plan a business itinerary | Louise Balle | <http://smallbusiness.chron.com/plan-business-itinerary-4495.html> |
| Business Itinerary | Website | The itinerary form offers a concise summary of a business travel plan. The template can be downloaded. | Vertex Excel Templates | <http://www.vertex42.com/ExcelTemplates/travel-itinerary-template.html> |
| Manual Filing | Webpage | How to set up an effective filing system | Desk Demon | <http://www.deskdemon.com/pages/uk/information/skills/mfile> |
| Filing Systems | Article | How to set up an effective filing system | Ramona Creel | <http://www.smead.com/hot-topics/filing-system-1396.asp> |
| Creating a Database | Article | This article outlines how to build your first database using Microsoft Access | Helen Bradley | <http://www.pcworld.com/article/254060/how-to-build-your-first-database-with-microsoft-access.html> |
| Electronic & Mobile Communication | Book | This chapter explains how a fax machine works, how to send, receive and manage emails. | Modern Office Technology & Administration by Joan Galllagher with Siobhán Creedon Chapter 13 | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| Business Transactions | Book | This chapter deals with the stages in a business transaction, e.g., letter of inquiry, quotation, order, invoice, etc. | Modern Office Technology & Administration by Joan Galllagher with Siobhán Creedon Chapter 6 | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| Guide to Business Documents | Website | A useful guide to Invoices and credit notes. | Irish Revenue | <http://www.revenue.ie/en/tax/vat/guide/credit-notes.html> |
| Postal Services in Ireland | Website | The An Post website outlines all the services it provides to personal and business customers in Ireland. It can be used to calculate cost of posting items. | An Post | <http://www.anpost.ie/AnPost/> |
| Handling post efficiently | Website | This website outlines the procedures for dealing with incoming and outgoing post. | Tripod.com | <http://samsudinwahab.tripod.com/notaaoad4.htm> |
| Handling incoming mail | Webpage | This webpage details the steps involved in dealing with incoming mail. | Arkupal Acharya | <http://www.preservearticles.com/201101143342/various-steps-involved-in-handling-incoming-mail-in-an-office.html> |
| Using passwords in Microsoft Office | Article | This article gives a step by step guide on how to password protect documents, workbooks and presentation in Microsoft Office. | Support.office.com | <https://support.office.com/en-ie/article/Password-protect-documents-workbooks-and-presentations-ef163677-3195-40ba-885a-d50fa2bb6b68> |
| Computer Security | Webpage | This webpage explains how to prevent unauthorised access computer access | Computer Hope | <https://www.computerhope.com/issues/ch000464.htm> |
| Business Case Studies | Website | This website provides access to real world business case studies some can be downloaded for free but others require a payment. It also contains teacher and student resources such as PowerPoint slides and lesson plans. | Business Case Studies | [www.businesscasestudies.co.uk](http://www.businesscasestudies.co.uk) |
| Tutor2u | Website | This website provides access to numerous relevant blog articles which cover a large range of the module content. It also contains revision videos and revision notes which teachers and students have free access to. | Tutor2u | <https://www.tutor2u.net/>  |
| Modern Office Technology & Administration | Book | This book has been specifically written to meet the requirements of the Information and Administration module. | by Joan Galllagher with Siobhán Creedon Published by: Gill Education. | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| Effective Communication | Book | This book:• Discusses current issues in communications and information technology with emphasis on trends, developments and the impact of social media• Presents all updated legislation in relation to work, including health, safety and welfare at work, and communications-related legislation• Considers verbal skills, listening skills, and nonverbal and visual communication in one-to-one and group interaction. Discusses various forms of communications technology and how they can be used in various contexts and for different required results | Nicholas Harvey | Gill and Macmillian<http://www.gilleducation.ie/communications/communications/effective-communication>ISBN: 9780717159765 |

**Useful Organisations:**

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| **Name** | **Contact Information** |
| IBEC | <http://www.ibec.ie/> |
| Enterprise Ireland | <https://www.enterprise-ireland.com/en/> |
| RTE | <http://www.rte.ie/news/business/> |
| BBC | <http://www.bbc.co.uk/education/topics/zdty4wx/resources/1> |
| HSA | <http://www.hsa.ie>  |
| Workplace Relations | <http://www.workplacerelations.ie> |
| Irish Development Authority | <http://www.idaireland.com>  |
| Central Statistics Office | <http://www.cso.ie/en/index.html>  |

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| **MOOCs (Massive Online Open Courses)** |
| Free access to online coursesSearch regularly for new courses and new start dates | <https://www.mooc-list.com/>  |
| GCF Learnfree | <http://www.gcflearnfree.org> |
| Open Culture | <http://www.openculture.com/business_free_courses>  |