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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 courses  Search 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> |