



# Vocational Qualification in Business and Administration, Customer Service and Sales

Would you like to develop your international expertise? Do you dream of becoming an export assistant, international customer service professional, an entrepreneur, sales consultant or sales support person?

## What is this all about?

Tampere College is offering Business studies in English. The program provides broad basic skills for customer service and sales in international context. This three-year training program is for you to develop your skills into an international expert with strong customer service background, good language skills and ability to work in different cultural environments.

## For whom?

This program is for those who have completed basic education (round nine years) with a good command in English language.

## How?

In addition to Customer Service and English language skills, the studies provide expertise in International Trade support services, International Trade Environment and Communications. Entrepreneurial skills, basic Financial Management and Office Services are part of the studies. International networking during the study period includes on-the-job learning in Finland or abroad. You will have the opportunity to build future contacts as well as exposing yourself to job opportunities. If you want to take part in international student exchanges, projects and tutoring, there will be good opportunities for you. The studies also directly prepare you for the labor market or contribute to the postgraduate studies.

The training is entirely in English. That is why we provide additional English language training to ensure proficient language skills all the time. Finnish language will be taught to those who don't speak Finnish as a first language.

## How to apply

Application period: 30.1.–16.3.2012

Instructions and application forms can be found in Tampere College's webpage: [www.tao.tampere.fi](http://www.tao.tampere.fi) by the end of 2011.

Selection criteria: Qualification equivalent to the Finnish basic education of nine years, pre-assignment, entrance examination and an interview to be held on 18.–19.4.2012 at Tampere College. Applicants from abroad may ask for an interview via Internet.

## Ask for more

Merja Helin, [merja.helin@tampere.fi](mailto:merja.helin@tampere.fi)

Info sessions: 12.1.2012 at 12.45-13.45 (for applicants) and at 17.30-19.00 (for guardians and applicants).