

MCAST PROGRAMMES - PUBLIC INFORMATION TEMPLATE (FULL TIME)

Institute	Centre for Learning and Employability
Department	-

Programme Title	Award in Basic Office Skills				
Course Code <i>To be filled in by Admissions Dept.</i>	LE1-O02-23		If the programme includes a WBL element, How is it accredited?		Not Applicable, does not include WBL
MQF/ EQF Level	Level 1	Type <i>(refer to Appendix 1 for Parameters)</i>	Qualification	Awarding Body	MCAST – Malta College of Arts, Science and Technology
Accreditation Status		Accredited via MCAST's Self Accreditation Process (MCAST holds Self-Accrediting Status as per 1st schedule of Legal Notice 296/2012)			
Mode of Delivery	Face to Face	Duration <i>(Academic Years or Semesters)</i>	1 Year	Mode of Attendance	Full-Time
Total Number of Credits	30 credits	Total Learning Hours <i>(25 Total Learning Hours for each ECTS)</i>		750 hours	
Target Audience	Ages 16 - 65	Target Group <i>(the type of learners that the educational institution anticipates joining this programme)</i>	-		
Programme Fees	There are no fees applicable to Maltese and other EU Nationals (as will be evidenced by their Identity Document) Fees apply for other International Applicants... for fee information and any related updates it is best to communicate with MG2i International through applyinternational@mcast.edu.mt One may consider checking about possible eligibility or otherwise for any exemption from fees by contacting the relevant section within MEYR (Floriana) – or visit the servizz.gov.mt website here				
Date of Next Student Intake	For further information regarding upcoming student intake and applications time windows for same kindly click here				
Language of Instruction	The official language of instruction at MCAST is English. All notes and textbooks are in English (except for language courses, which will be in the respective language being instructed). International candidates will be requested to meet English language certification requirements for access to the course.				
Application Method	Applications to full-time courses are received online via the College Management Information System. Applicants can log-in using Maltese Electronic ID (eID) in order to access the MCAST Admissions Portal directly and create one's own student account with the identity being verified electronically via this secure service. Non-EID applicants need to request account creation through an online form after that they confirm that their local Identification Document does not come with an EID entitlement. . Once the identity is verified and the account is created on behalf of the applicant, one may proceed with the online application according to the same instructions applicable to all other applicants.				

	<p>For more information about how to apply online for a course at MCAST, please visit: https://mcast.edu.mt/how-to-apply-online-2/</p>
Information for Non-EU Citizens	<p>Non-EU candidates require a study visa in order to travel to Malta and join the course applied for (on a Full Time delivery mode). For further information re study-visa please access https://www.identitymalta.com/unit/central-visa-unit/.</p> <p>Further information International / TCN applicants should take note of before requesting to being considered for a programme of studies at MCAST, can be obtained through the respective FAQ found on https://mcast.edu.mt/important-information/</p>
IMPORTANT note to Non-EU Nationals / TCNs	<p>In instances where a TCN is applying for an MCAST programme of studies which includes Apprenticeship / Placement / Internship, it is the applicant's responsibility to check with the relevant Maltese Authority whether one would be eligible to have the necessary permits to be able to carry out the accredited Apprenticeship / Placement / Internship, success from which is expected in order to be able to successfully complete the selected programme of studies. Further information can also be obtained through the respective FAQ found on:</p> <p>https://mcast.edu.mt/important-information/</p>
Address where the Programme will be Delivered	<p><i>MCAST has four campuses as follows:</i></p> <p>MCAST Main Campus Triq Kordin, Paola, Malta</p> <p><i>All courses except for courses delivered by the Institute for the Creative Arts, the Centre of Agriculture, Aquatics and Animal Sciences and the Gozo Campus are offered at the Main Campus address (above).</i></p> <p><i>Courses delivered by the Institute for the Creative Arts, the Centre of Agriculture, Aquatics and Animal Sciences, or the Gozo Campus, are offered in one of the following addresses as applicable:</i></p> <p>Institute for the Creative Arts Mosta Campus Misraħ Ġhonoq Tarġa Gap, Mosta</p> <p>Institute of Applied Sciences Centre of Agriculture, Aquatics and Animal Sciences, Luqa Road, Qormi</p> <p>Gozo Campus J.F. De Chambray Street MCAST, Ġhajnsielem Gozo</p> <p><i>In the case of courses delivered via Online Learning, students will be following the programme from their preferred location/address.</i></p> <p><i>Programmes delivered via Blended Learning, and which therefore contain both an online and a face to face component shall be delivered as follows:</i></p> <ul style="list-style-type: none"> ○ Face to Face components – as per above address instructions

	<ul style="list-style-type: none"> Online components – from the student's preferred address.
Course Description <i>(Refer to Programme Specification)</i>	<p>This programme provides the learners with a hands-on experience to gain the basic skills required to work in an office environment. Learners need to have a genuine interest to work in posts related to basic customer care and office work. The course tackles both the use of basic office equipment as well as the soft skills required to be able to behave in an appropriate manner in an office environment</p>
Deskrizzjoni tal-Kors <i>(Refer to Programme Specification)</i>	<p>Dan il-programm jipprovdi lill-istudenti esperjenza prattika biex jiksbu l-ħiliet bażiċi meħtieġa biex jaħdmu f'ambjent ta' uffiċċju. L-istudenti jeħtieġ li jkollhom interess ġenwin li jaħdmu f'postijiet relatati ma' assistenza bażika tal-klijenti u xogħol tal-uffiċċju. Il-kors jitratta kemm l-użu ta' tagħmir bażiku tal-uffiċċju, kif ukoll il-ħiliet personali meħtieġa biex wieħed ikun jista' jgħib ruħu kif xieraq f'ambjent ta' uffiċċju.</p>
Career Opportunities:	<p>Assistant in Office environment</p>
Entry Requirements <i>(Refer to Prospectus / Course Page on MCAST website)</i>	<p>Finished Compulsory Education, documented by the SSC&P (Secondary School Certificate and Profile).</p> <p>Applicants are required to present a recent psychological report (issued no more than 3 years before date of application) and school reports including most recent Individual Education Plan (IEP).</p> <p>Adapt to both class-based and community-based learning - to be ascertained through an induction session at MCAST, attendance for which is compulsory</p>
Other Notes related to this Programme, and which are to be taken note of	<p>Applicants will be asked to sit for an interview, following the outcome of which eligibility for the course, will be ascertained or otherwise</p>
Programme Learning Outcomes <i>(Refer to Programme Specification)</i>	<p>At the end of the programme the students is able to</p> <ol style="list-style-type: none"> 1. Communicate effectively within and outside the place of work. 2. Function effectively in an office environment. 3. Face everyday challenges present at the place of work. 4. Identify hazards that one might encounter in an office environment.
Teaching, Learning and Assessment Procedures	<p>The programmes offered are vocational in nature and entail both theoretical lectures delivered in classes as well as practical elements that are delivered in laboratories, workshops, salons, simulators as the module requirements dictate.</p> <p>Each module or unit entails a number of in person and/or online contact learning hours that are delivered by the lecturer or tutor directly (See also section 'Total Learning Hours').</p> <p>Access to all resources is provided to all registered students. These include study resources in paper or electronic format through the Library and Resource Centre as well as tools, software, equipment and machinery that are provided by the respective institutes depending on the requirements of the course or module.</p> <p>Students may however be required to provide consumable material for use during practical sessions and projects unless these are explicitly provided by the College.</p> <p>All Units of study are assessed throughout the academic year through continuous assessment using a variety of assessment tools. Coursework tasks are exclusively based on the Learning Outcomes and Grading Criteria as prescribed in the course specification. The Learning Outcomes and Grading Criteria are communicated to the Student via the coursework documentation.</p>

	<p>The method of assessment shall reflect the Level, credit points (ECTS) and the schedule of time-tabled/non-timetabled hours of learning of each study unit. A variety of assessment instruments, not solely Time Constrained Assignments/Exams, are used to gather and interpret evidence of Student competence toward pre-established grading criteria that are aligned to the learning outcomes of each unit of the programme of study.</p> <p>Grading criteria are assessed through a number of tasks, each task being assigned a number of marks. The number of grading criteria is included in the respective Programme Specification.</p> <p>The distribution of marks and assessment mode depends on the nature and objectives of the unit in question.</p> <p>Coursework shall normally be completed during the semester in which the Unit is delivered.</p> <p>Time-constrained assignments may be held between 8 am and 8 pm during the delivery period of a Unit, or at the end of the semester in which the Unit is completed. The dates are notified and published on the Institute notice boards or through other means of communication.</p> <p>Certain circumstances (such as but not limited to the COVID-19 pandemic) may lead Institutes and Centres to hold teaching and assessment remotely (online) as per MCAST QA Policy and Standard for Online Teaching, Learning and Assessment (Doc 020) available via link https://www.mcast.edu.mt/college-documents/</p> <p>The Programme Regulations pertaining to this Programme's MQF/EQF level available at: link https://www.mcast.edu.mt/college-documents/, apply.</p>
Grading System	<p>All MCAST programmes adopt a Learner-centred approach through the focus on Learning Outcomes. The assessment of MCAST programmes is criterion-referenced and thus assessors are required to assess learners' evidence against a pre-determined set of Learning Outcomes and Assessment Criteria.</p> <p>For a student to be deemed to have successfully passed a unit, a minimum of 50% (grade D) must be achieved.</p> <p>All full time units are individually graded as follows: A* (90-100) A (80-89) B (70-79) C (60-69) D (50-59) Unsatisfactory work is graded as 'U'.</p> <p>Work-based learning units (where applicable) are graded on a Pass/Fail basis only.</p> <p>Some units which follow industry standards and regulations may also be graded on a Pass/Fail basis as per programme regulations referred below.</p> <p>Detailed information regarding the grading system may be found in the Programme Regulations pertaining to this programme's MQF/EQF Level available at: https://www.mcast.edu.mt/college-documents/ (Refer to DOC 003, 004 and 005)</p>
Exit Point (where and as applicable)	<p>Where a student will not make it to the Final Certification achievable from this Programme of Studies (as per Programme Regulations), one</p>

	might wish to look into Exit Point possibilities as may be applicable to this programme for studies. Further information, is available at https://www.mcast.edu.mt/college-documents/ , kindly refer to <i>DOC 077 Procedure for the processing of Claims for Certificates at Interim Exit Points</i> .
Contact details for Further Learning Opportunities	<p>The MCAST Career Guidance Team, offers the service of qualified and experienced Career Advisers who will be very willing to discuss with potential applicants the course which best achieves one's career ambitions, as well as exploring one's education route, or similar.</p> <p>MCAST Career Guidance Tel: 2398 7135/6 Email: career.guidance@mcast.edu.mt</p>
Regulatory Body/ Competent Authority Contact Details <i>(where applicable - in the case of a programme leading to Regulated Profession)</i>	Not Applicable

Programme Structure	Unit Code	Unit Title	ECTS	Semester
	CDBCS-106-2301	Preparing for Office Work	6	Year
	CDBCS-106-2302	Basic Office Skills	6	Year
	CDKSK-104-2301	English	4	Year
	CDKSK-104-2302	Mathematics	4	Year
	CDKSK-104-2303	Malti	4	Year
	CDKSK-103-2304	Information Technology	3	Year
	CDKSK-103-2338	Community Social Responsibility	3	Year

Allocation of Total Learning Hours (per Unit)	The total learning hours required for each unit or module are determined as follows:			
	Credits (ECTS)	Indicative contact hours ¹	Self-Learning and Assessment Hours ³	Total Student workload (hrs) ²
	1	5 – 10 hrs	20 - 15 hrs*	25 hrs
	2	10 – 20 hrs	40 - 30 hrs*	50 hrs
	3	15 – 30 hrs	60 - 45 hrs*	75 hrs
	4	20 – 40 hrs	80 - 60 hrs*	100 hrs
	6	30 – 60 hrs	120 - 90 hrs*	150 Hrs
	9	45 – 90 hrs	180 - 135 hrs*	225 hrs
	12	60 – 120 hrs	240 - 180 hrs*	300 hrs
	<i>Note: The 'Self-Learning and Assessment Hours³' amount to the difference between the 'Indicative Contact Hours¹' and the 'Total Student Workload²'</i>			

APPENDIX 1**MINIMUM CREDITS FOR QUALIFICATIONS AT DIFFERENT LEVELS**

MQF Level	Minimum ECTS Required for a Qualification*
8	
7	30
6	180
5	30
4	30
3	60
2	60
1	40

* Programmes assigned fewer ECTS than indicated will be classified as Awards.

Reference: Fig.1: p48, Malta Further and Higher Education Authority (MFHEA) (October 2024). Referencing Report, 5th Revised Edition.

APPENDIX 2

EXAMPLES OF QUALIFICATION TYPES AT A SPECIFIC MQF LEVEL

MQF Level	Examples of qualification types at a specific MQF level (The list in this column is not exhaustive)	Number of ECTS *
8	Doctoral Programmes:	
	PhD	N/A
	Professional Doctorate	180
7	Master's Degree	90
	Postgraduate Diploma	60
	Postgraduate Certificate	30
6	Bachelor's Degree	180
	Bachelor's Honours	240
5	Undergraduate Higher Diploma	90
	Undergraduate Diploma	60
	Undergraduate Certificate	30
	VET Level 5	60
4	Advanced Diploma	120
	Pre-Tertiary Certificate	30 - 60
	MATSEC Matriculation Certificate (Advanced and Intermediate)	N/A
	VET Level 4	120
3	Certificate	60
	MATSEC Secondary Education Certificate	N/A
	VET Level 3	60
2	Foundation Certificate	60
	MATSEC Secondary Education Certificate	N/A
	VET Level 2	60
1	Introductory Certificate	40
	VET Level 1	40

* Programmes assigned fewer ECTS than indicated will be classified as Awards.

Reference: Fig.2: p48, Malta Further and Higher Education Authority (MFHEA) (October 2024).
Referencing Report, 5th Revised Edition.

CDBCS-106-2301: Preparing for Office Work

Unit Level (MQF/EQF): 1

Credits: 6

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 150

Unit Description

The aim of this unit is to prepare learners for their work in the office environment.

Learners will learn how to be organized, efficient and reliable in their office duties. This will also enable learners to get to know in which qualities they are good at so they can perform better at work and to understand the employment working conditions. Learners will learn the importance of adequate etiquette, boundaries and punctuality at the place of work. This unit will prepare learners to observe the company rules and regulations in order to be good employees.

This will be followed by how to apply for work. Learners will learn where and how to search for job vacancies, how to apply for the desired jobs and how to be successful during their interviews.

Safety is important to keep offices free from hazards. Learners will be made aware of risks present in an office environment and the hazards that might pose on the employees. They will learn how to identify a hazard. Learners will be familiar and understand the function of safety signs.

Learners will be given the opportunity to put all their acquired office skills into practice by attending a work placement within the industry. The work placement will enhance the learners' skills and put into practice the skills learnt during the course. Learners will benefit from this work placement and will be aware of the actual office procedures carried out within the industry.

Learning Outcomes

On completion of this unit the learner will be able to:

- 1. Prepare oneself for the place of work in an office environment.*
- 2. Apply for an office vacancy and prepare own self for the interview.*
- 3. Demonstrate basic skills at the place of work.*
- 4. Recognize the importance of safety at the work place.*

CDBCS-106-2302: Basic Office Skills

Unit Level (MQF/EQF): 1

Credits: 6

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 150

Unit Description

This unit is about learning how to complete basic office tasks within an office environment in a company. An office is a place in which business services are carried out. When working in an office environment, one needs to learn how to use the various equipment and procedures to perform tasks. In this unit, learners will learn the basic systems and procedures that are commonly used within companies. They will start by becoming familiar with the basic office furniture and learn how to set up each own workstation with the necessary supplies.

Learners will become aware of how to use equipment properly and safely within an office environment. They will learn how to use basic office supplies, laminators, comb-binders, photocopiers, the shredder and the telephone. Learners will know the basic function of each equipment. In addition to equipment they will learn to use the computer and digital applications to communicate, write and input basic data with guidance within an office.

Organisation is necessary for a company to provide a good service. Therefore, learners will be familiar with organisational processes. They will be familiar with a lot of office documents to be able to identify and categorise them for filing. They will be able to sort and file documents and forms in alphabetical, numerical or chronological order. Correspondence is an important element of communication in an office. Learners will learn the format of different types of correspondence. They will learn the right procedures to address and send outgoing mail electronically and by post, and also how to deal with incoming mail.

Learners will be able meet and greet clients and how to set up meetings. They will learn how to take the necessary information to schedule a meeting. Learners will also be given practical skills and will become familiar with processes of sorting and filing.

Learners will be given the opportunity to put all their acquired office skills into practice by attending a work placement within the industry. The work placement will enhance the learners' skills and put into practice the skills learnt during the course. Learners will benefit from this work placement and will be aware of the actual office procedures carried out within the sector.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Recognise different departments and duties within a company.*
2. *Communicate effectively in an office environment.*
3. *Input data and information to complete an office document.*
4. *Organize mail and file documents in order.*

CDKSK-104-2301: English

Unit Level (MQF/EQF): 1

Credits: 4

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 100

Unit Description

The aim of this unit is to help the learners develop abilities to communicate in basic English in the areas of work and personal life. This unit covers the four areas of language, which are listening, speaking, writing and reading. This will help the learners hone the skills necessary to function in daily life, including work and social settings.

This unit evolves around the learners' abilities and interests. Therefore the tasks will be contextualised to keep the language relevant. Through this process, the learner will therefore experience the language in the various aspects of life, including basic functional needs and general knowledge, as well as through the chosen vocational area - hence appreciating how 'functional' English can be useful and necessary in the present multicultural social context.

Finally, this unit will be delivered in as much a multisensorial approach as possible so as to be able to reach out to the various personal abilities of the learners. In addition, sessions will be partly student-led to encourage participation, engagement and ideas.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Identify simple and functional utterances in basic spoken English in everyday social and work environments.*
2. *Communicate verbally simple information using basic English in everyday social and work environments.*
3. *Read and understand level-appropriate texts in basic English for practical purposes.*
4. *Write level-appropriate texts in basic English for practical purposes.*

CDKSK-104-2302: Mathematics

Unit Level (MQF/EQF): 1

Credits: 4

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 100

Unit Description

The aim of this unit is to provide support to the learners to develop and apply the basic numeracy skills required to function independently in daily life and at work. It will enable and motivate the learner to use the basic mathematical knowledge to solve problems encountered in real-life situations, and in situations related to their vocational area of study such as Office Work, Retail and Hospitality.

By the end of this unit, learners will be able to use simple mathematical language to validate the solutions given to everyday problems involving numerical calculations. Opportunities to choose whether to add, subtract or multiply in various real-life scenarios will be provided. Simple calculations involving decimal numbers, fractions and percentages will be applied to scenarios involving use of money. Shapes as used in different signs will be discussed and opportunities to use different tools and units of measure will be given for students to become more independent. Data handling will be discussed using frequency tables.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Carry out simple numerical calculations involving addition, subtraction and multiplication in real-life and at the place of work.*
2. *Carry out simple calculations using decimal numbers, fractions and percentages involving the use of money.*
3. *Classify, draw and work with shapes, units of measure, perimeter and area in real-life and at the place of work.*
4. *Represent data related to real-life situations in a simple tabular and graphical manner.*

CDKSK-104-2303: Malti

Il-Livell tal-Unità: (MQF/EQF): 1

L-Għadd ta' Kreditu: 4

Mod ta' Tagħlim: Preżenti

Total ta' Sigħat ta' Tagħlim: 100

Deskrizzjoni Ġenerali tal-Unità

It-tagħlim tal-ilsien Malti f'dan il-livell se jgħin lill-istudenti fl-istudji tagħhom dwar l-ambjent tal-uffiċċju, l-industrija tal-ospitalità, kif ukoll fis-settur tal-bejgħ. Il-ħiliet tal-qari, smigh, kitba u l-lingwa mitkellma se jkunu mgħallma sabiex l-istudenti jkollhom għarfien tajjeb tal-Malti waqt l-esperjenza ta' xogħol, fis-setturi differenti tal-istudji tagħhom.

F'dan il-livell preliminari l-istudenti se jitgħallmu l-lingwa Maltija biex ikunu kapaċi jikkomunikaw aħjar waqt ix-xogħol tagħhom fl-oqsma vokazzjonali magħżula, kif ukoll jirrelataw aħjar man-nies ta' madwarhom. It-tagħlim tal-Malti se jgħin ukoll biex jesprimu l-ħsibijiet tagħhom kemm bil-kitba kif ukoll bil-fomm. L-għarfien tal-lingwa Maltija se jgħin lill-istudenti fil-ħiliet meħtieġa sabiex ikunu persuni indipendenti u responsabbli.

Il-Kisbiet mit-Tgħallim

Biex l-istudent jikseb din l-unità irid juri li kapaċi:

1. *Jidentifika l-messaġġi ewlenin f'siltiet sempliċi moqrija.*
2. *Jagħraf il-messaġġi prinċipali skont dak li jisma'.*
3. *Jikkomunika bil-Malti dwar is-settur vokazzjonali permezz tat-taħdit.*
4. *Jipproduċi sentenzi, kliem jew kitbiet sempliċi, b'Malti tajjeb.*

CDKSK-103-2304: Information Technology

Unit Level (MQF/EQF): 1

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

The aim of this unit is to help the learners to develop an understanding of how ICT can help their learning, their work and their social life. This unit will help them gain confidence in using the computer to complete a variety of everyday tasks, which includes the ability to use a basic operating system and to manage their files and folders.

Throughout this unit, learners will learn how to use different office productivity software including word processing applications to prepare well-formatted documents. The learners will also learn how to design and create basic presentations. Since online communication is essential, the learners will also be exposed to browsing the internet safely and communicate effectively via email. Finally, the learners will also be provided with a basic introduction to spreadsheets in order to start appreciating where and when spreadsheets can be useful.

Conclusively, learners will start to develop the ability to decide when and how to use ICT and be aware of the limitations associated with this use.

Learning Outcomes

On completion of this unit the learner will be able to:

- 1. Use a basic operating system and file management to complete everyday tasks.*
- 2. Conduct basic tasks using the most suitable office productivity software.*
- 3. Communicate electronically at the place of work and for personal use.*
- 4. Prepare basic presentations using an appropriate presentation software.*

CDKSK-103-2338: Community Social Responsibility

Unit Level (MQF/EQF): 1

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

This key skill presents an opportunity for learners bearing specific learning difficulties and/or limitations, to explore their individual self and their social environment.

Learners will become familiar with, and understand different aspects of their personal self and how to care for themselves. They will also become familiar with and grasp a few practical life skills that would empower them in becoming more included in society. Learners will also explore ways of how they can establish themselves in their social circles without impinging on their independence and safety.

Whilst becoming more aware of themselves, learners will have the possibility to further explore their surroundings and understand their relation and responsibility towards their communities, hence strengthening their citizenship skills.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Illustrate adequate ways and means towards caring for oneself.*
2. *Describe the scope and nature of personal space and healthy boundaries.*
3. *Demonstrate the use of adequate communication skills in accordance with different scenarios.*
4. *Outline what constitutes responsible citizenship.*