

## MCAST PROGRAMMES - PUBLIC INFORMATION TEMPLATE (FULL TIME)

<b>Institute</b>	Centre for Learning and Employability
<b>Department</b>	-

Programme Title	Award in Vocational and Employability Skills (Introductory Level B)				
Course Code <i>To be filled in by Admissions Dept.</i>	LEB-O01-21		If the programme includes a WBL element, How is it accredited?		Not Applicable, does not include WBL
MQF/ EQF Level	Introductory Level B	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 <a href="mailto:applyinternational@mcast.edu.mt">applyinternational@mcast.edu.mt</a>  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 <a href="http://servizz.gov.mt">servizz.gov.mt</a> website <a href="#">here</a>				
Date of Next Student Intake	For further information regarding upcoming student intake and applications time windows for same kindly <a href="#">click here</a>				
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: <a href="https://mcast.edu.mt/how-to-apply-online-2/">https://mcast.edu.mt/how-to-apply-online-2/</a></p>
<b>Information for Non-EU Citizens</b>	<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 <a href="https://www.identitymalta.com/unit/central-visa-unit/">https://www.identitymalta.com/unit/central-visa-unit/</a>.</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 <a href="https://mcast.edu.mt/important-information/">https://mcast.edu.mt/important-information/</a></p>
<b>IMPORTANT note to Non-EU Nationals / TCNs</b>	<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><a href="https://mcast.edu.mt/important-information/">https://mcast.edu.mt/important-information/</a></p>
<b>Address where the Programme will be Delivered</b>	<p><i>MCAST has four campuses as follows:</i></p> <p><b>MCAST Main Campus</b> 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><b>Institute for the Creative Arts</b> Mosta Campus Misraħ Ġhonoq Tarġa Gap, Mosta</p> <p><b>Institute of Applied Sciences</b> Centre of Agriculture, Aquatics and Animal Sciences, Luqa Road, Qormi</p> <p><b>Gozo Campus</b> 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"> <li>○ Face to Face components – as per above address instructions</li> </ul>

	<ul style="list-style-type: none"> <li>Online components – from the student's preferred address.</li> </ul>
<b>Course Description</b> <i>(Refer to Programme Specification)</i>	<p>The Award in Vocational Skills (Introductory Level B) is a programme of study following the MCAST Award in Vocational Skills (Introductory Level A) that helps students with learning disabilities / learning difficulties consolidate the skills necessary to gain and maintain employment or to further their education. Students will have the opportunity to further their studies in the vocational area chosen in the MCAST Award in Vocational Skills (Introductory Level A), namely Hospitality and Retail or Office and Digital Skills. They are also assessed in Key Skills which include Maltese, English, Mathematics, PSHE, IT, Creative Self-Expression, Daily Living &amp; Community Skills and Customer care and Employability skills. A work placement experience in industry is also provided according to the vocational area being studied.</p>
<b>Deskrizzjoni tal-Kors</b> <i>(Refer to Programme Specification)</i>	<p>L-Award in Vocational Skills (Introductory Level B) huwa programm ta' studju li jsegwi l-MCAST Award in Vocational Skills (Introductory Level A) u jgħin lill-istudenti b'diżabilità jew b'diffikultà fit-tagħlim jiżviluppaw il-ħiliet meħtieġa biex isibu u jzommu impjeg jew biex ikomplu jistudjaw. L-istudenti jkollhom l-opportunità li jkomplu l-istudji tagħhom fil qasam vokazzjonali magħżul fl-MCAST Award in Vocational Skills (Introductory Level A), jiġifieri Ospitalità u Bejgħ jew Ħiliet tal-Uffiċċju u Ħiliet Diġitali u l-Ħiliet tal-Kura tal-Klient u tal-Impjegabbiltà. Huma jiffukaw ukoll fuq il-Ħiliet Ewlenin, li jinkludu l-Malti, l-Ingliż, il-Matematika, il-PSHE, l-IT, u l-Ħiliet għall-Ħajja ta' Kuljum u dik Komunitarja. Barra minn hekk, l-istudenti jingħataw iċ-ċans li jagħmlu esperjenza ta' taħriġ f'post tax-xogħol fl-industrija, skont il-qasam vokazzjonali li jkun qed jitharrġu għalih.</p>
<b>Career Opportunities:</b>	<p>Housekeeping Assistant,  Kitchen Hand,  Factory Hand,  Laundry Worker  Clerical – Office Assistant,  Library Assistant</p>
<b>Entry Requirements</b> <i>(Refer to Prospectus / Course Page on MCAST website)</i>	<p>ONLY via Internal Progression Route....  MCAST Award in Vocational Skills (Introductory Level A).</p> <p>Adapt to both class-based and community based learning - to be ascertained through the trajectory of the Into A course.</p>
<b>Other Notes related to this Programme, and which are to be taken note of</b>	<p>-</p>
<b>Programme Learning Outcomes</b> <i>(Refer to Programme Specification)</i>	<p>At the end of the programme the learner will be able to:</p> <ol style="list-style-type: none"> <li>1. Acquire more specific skills in one of the two vocational areas;</li> <li>2. Understand their personal inclination towards the role their chosen area offers;</li> <li>3. Be prepared for independent living through consolidation of key skills and life skills;</li> <li>4. Function, with minimum guidance, in society and contribute in the labour market.</li> </ol>
<b>Teaching, Learning and Assessment Procedures</b>	<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</p>



	<p>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 <a href="https://www.mcast.edu.mt/college-documents/">https://www.mcast.edu.mt/college-documents/</a></p> <p>The Programme Regulations pertaining to this Programme's MQF/EQF level available at: link <a href="https://www.mcast.edu.mt/college-documents/">https://www.mcast.edu.mt/college-documents/</a>, apply.</p>
<b>Grading System</b>	<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:</p> <ul style="list-style-type: none"> <li>A* (90-100)</li> <li>A (80-89)</li> <li>B (70-79)</li> <li>C (60-69)</li> <li>D (50-59)</li> </ul> <p>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: <a href="https://www.mcast.edu.mt/college-documents/">https://www.mcast.edu.mt/college-documents/</a> (Refer to DOC 003, 004 and 005)</p>
<b>Exit Point (where and as applicable)</b>	<p>Where a student will not make it to the Final Certification achievable from this Programme of Studies (as per Programme Regulations), one might wish to look into Exit Point possibilities as may be applicable to this programme for studies. Further information, is available at <a href="https://www.mcast.edu.mt/college-documents/">https://www.mcast.edu.mt/college-documents/</a>, kindly refer to <i>DOC 077 Procedure for the processing of Claims for Certificates at Interim Exit Points</i>.</p>
<b>Contact details for Further Learning Opportunities</b>	<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><b>MCAST Career Guidance</b> Tel: 2398 7135/6 Email: <a href="mailto:career.guidance@mcast.edu.mt">career.guidance@mcast.edu.mt</a></p>
<b>Regulatory Body/ Competent Authority Contact Details</b> <i>(where applicable - in the case of a programme leading to Regulated Profession)</i>	Not Applicable

<b>Programme Structure</b>	<b>Unit Code</b>	<b>Unit Title</b>	<b>ECTS</b>	<b>Semester</b>
	CDPKS-B03-2107	Mathematics	3	Year
	CDPKS-B03-2108	English	3	Year
	CDPKS-B03-2109	Malti	3	Year
	CDPKS-B03-2110	I.T.	3	Year
	CDPKS-B03-2111	Daily Living and Community Skills	3	Year
	CDPKS-B03-2112	Personal, Social and Health Education	3	Year
	CDPWV-B03-2102	Customer Care and Employability Skills	3	Year
	CDPWV-B03-2103	Health and Safety at Work	3	Year
	<b>To choose ONE Strands from the below:</b>			

	<b>Stand 1 - Introduction to Retail and Hospitality</b>			
	CDPWR-B03-2102	Basic Industry Skills in Retail II	3	Year
	CDPWH-B03-2102	Hospitality	3	Year
	<b>Stand 2 – Introduction to Office and Digital Skills</b>			
	CDPWO-B03-2102	Office	3	Year
	CDPWD-B03-2102	Digital Skills	3	Year

<b>Allocation of Total Learning Hours (per Unit)</b>	The total learning hours required for each unit or module are determined as follows:			
	<b>Credits (ECTS)</b>	<b>Indicative contact hours<sup>1</sup></b>	<b>Self-Learning and Assessment Hours<sup>3</sup></b>	<b>Total Student workload (hrs)<sup>2</sup></b>
	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 Hours<sup>3</sup>' amount to the difference between the 'Indicative Contact Hours<sup>1</sup>' and the 'Total Student Workload<sup>2</sup>'</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, 5<sup>th</sup> 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, 5<sup>th</sup> Revised Edition.



## **CDPKS-B03-2107: Mathematics**

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### **Unit Description**

The unit builds on previous knowledge learnt concerning the identification and use of numbers for different situations. Through the unit, the learners will apply basic mathematical concepts to everyday workplace contexts.

The learners will move on to applying the basic principles when using mathematical data and so learn to use data consisting in tables, charts, lists and pictures. Included in this section are the use of time management and money handling necessary for independent living.

As a final step towards completing this module, learners will make simple use of the application of shapes and spaces for everyday life and work related situations.

Topics are designed and implemented in a way to foster the development of numerate behaviour in everyday life in relation to the weather, transport, telephone, household, food, sports, body, daily activities, clothes, caring for the environment and the workplace in the areas of office work, production and retail, and tourism.

### **Learning Outcomes**

**On completion of this unit, the learner will be able to**

- 1. Use a range of numbers in their different forms.*
- 2. Manipulate simple data in lists and tables.*
- 3. Identify how objects of various shapes and sizes fit into spaces found at the workplace.*
- 4. Use various measuring tools found at the place of work.*



## CDPKS-B03-2108: English

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### Unit Description

In this unit, learners will be equipped with the necessary knowledge, skills and understanding to use and apply English in everyday life with varying degrees of support. Gaining these skills will ensure that the learners will be able to get the most out of their future work and education.

This unit covers basic skills required for reading, writing, listening, and speaking. Topics and texts, presented to foster the language learning process, focus on themes of functional English pertaining to everyday life and the workplace.

### Learning Outcomes

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

- 1. Identify the purpose of a text and find relevant information in the text.*
- 2. Produce a simple text for a given audience and for a specific purpose.*
- 3. Follow the contributions of others in simple discussions/exchanges about familiar topics and in familiar situations.*
- 4. Participate in simple discussions/exchanges about familiar topics, making active contributions, with one or more people in familiar situations.*

## CDPKS-B03-2109: Malti

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### Id-Deskrizzjoni tal-Unità

F'din l-unità introduttorja ta' livell B, l-ilsien Malti jintgħallem biex l-istudenti jkunu kapaċi jisimgħu, jifhmu u jesprimu b'mod ċar dak li jaħsbu permezz tal-fomm u tal-kitba.

L-istudenti jingħataw il-possibiltà li jaqraw messagġi u testi sempliċi marbuta mal-ħajja ta' kuljum u mal-qasam vokazzjonali tagħhom. L-istudenti jiksbru wkoll il-kapaċità li jiddiskutu u jagħtu l-opinjoni tagħhom fil-ħajja ta' kuljum u fuq il-post tax-xogħol, permezz ta' gwida mogħtija lilhom.

### Il-Kisbiet mit-Tagħlim

- 1. Ifhem dak li jkun qed jintqal f'diskussjonijiet sempliċi dwar ħwejjeg ta' kuljum permezz ta' gwida.*
- 2. Ikkomunika ideat f'diskussjonijiet sempliċi, b'Malti tajjeb dwar ħwejjeg ta' kuljum, permezz ta' gwida.*
- 3. Ifhem testi sempliċi u qosra dwar ħwejjeg ta' kuljum, permezz ta' gwida.*
- 4. Uża Malti tajjeb fil-kitba ta' sentenzi sempliċi u qosra, skont ir-regoli tal-grammatika u l-ortografija, permezz ta' gwida.*

## **CDPKS-B03-2110: I.T.**

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### **Unit Description**

Using ICT has become an integral part of the vocational sector and is integrated in many work processes.

Moreover, everyday communication and learning processes use ICT very frequently. In order to ensure that learners can participate in everyday life and be active participants in the job market, ICT skills are vital and will be further developed in this unit.

In this unit, learners will learn how to use software and hardware, online safety, how to manage files and folders, how to search for information on the internet, the formatting and editing techniques in presenting information and how to send and receive information using emails.

### **Learning Outcomes**

**On completion of this unit, the learner will be able to**

- 1. Identify the different uses of software and hardware.*
- 2. Work safely and responsibly online.*
- 3. Work with files and folders to access, organize, store, label and retrieve information.*
- 4. Use online search tools to find information on the internet.*
- 5. Use basic formatting and editing techniques in word processing, spreadsheet and presentation software.*
- 6. Use ICT based communication.*

## **CDPKS-B03-2111: Daily Living and Community Skills**

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### **Unit Description**

This unit builds on the skills obtained at Introductory Level A and aims to develop and further skills needed to look after oneself and one's home, as well as some of the knowledge and skills needed to operate within a community.

This unit is divided into 4 topics:

- Advanced Health & Hygiene (e.g. personal hygiene and care, selection and care of clothing, making, and keeping appointments with health care and helping professionals)
- Advanced Skills in the Home (e.g. folding and ironing clothes, preparing a meal, housecleaning)
- Advanced Skills in the Community (e.g. travel training and shopping)
- Advanced Civic Engagement and Leisure Activities (e.g. community work, restaurant skills and group activities)

### **Learning Outcomes**

**On completion of this unit, the learner will be able to**

- 1. Recognise the uses of personal hygiene and care products and important aspects of keeping healthy.*
- 2. Perform a variety of home management skills.*
- 3. Use public transport as well as community facilities and services.*
- 4. Participate actively in planned civic engagement and leisure activities.*

## CDPKS-B03-2112: Personal, Social and Health Education

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### Unit Description

Apart from a vocational training focus, this programme offers a framework for the development and refinement of life skills. An in-depth involvement in the topic of Personal, Social and Health Educational is a fundamental prerequisite for an independent, self-fulfilling life and is considered an important condition for the successful integration of the personal life with the world of work.

Thus, the programme ‘Award in Vocational Skills’ is an ideal setting to support the social and emotional well-being while offering the appropriate resources and opportunities to build resilience for learners who need additional support in these areas. When both the social and emotional well-being aspects of the learners are supported, learners typically exhibit fewer disciplinary issues, can focus more on academic work, and can develop skills to communicate better in both personal and professional settings. This can also translate to improved academic outcomes and better health later in their adult independent life.

The topics covered at this level are *Emotional Health, Self-Advocacy Skills and Sexuality*.

In the topic of *Emotional Health*, the learner will be invited to develop an awareness of own feelings and how to express them in appropriate ways in various settings. The learner will understand that expressing their emotions in a safe way is crucial for their own emotional and mental health development. Moreover, the learners will also understand that their emotional manifestations have a direct consequence on the relationship with the people around them. With various degrees of support, the learners will also be able to identify some basic emotions in others and relate to them in an emphatic and supportive way.

The purpose of the topic *Self-Advocacy skills* is to familiarize learners with the concepts of self-awareness and self-advocacy while providing the learners with practical opportunities to identify and discuss their strengths and needs, while helping them in identifying questions they have regarding self-awareness and self-advocacy. With various degrees of support, learners will also have the opportunity to learn how to speak up for oneself,

making own decisions about their own life, learning how to get information so that they can understand things that are of interest to them and finding out who will support them in their journey of finding their own voice.

Lastly, sexuality is a key part of human nature and sex education is crucial for the overall healthy development of learners with additional needs. This topic will take a closer look at sexuality and how it develops throughout childhood and adolescence. It will also look at how healthy self-esteem and respect for self and others are important aspects in developing positive sexuality. Learners will understand that with adequate and reliable information, individuals with additional needs experience the same range of sexual thoughts, attitudes, feelings, desires, fantasies and activities as anyone else.

Learners will also understand that sexuality has psychological, biological and social aspects, and is influenced by the individual values and attitudes. Furthermore, the learner will also have the opportunity to understand and interpret their own sexuality and how it often changes over time.

## **Learning Outcomes**

**On completion of this unit, the learner will be able to**

- 1. Show confidence and responsibility during simulated and real life tasks and opportunities.*
- 2. Identify the basic human emotions and how these are expressed appropriately in various simulated and real life scenarios.*
- 3. Evaluate own strengths, weaknesses and needs to support personal development through a process of self-advocacy.*
- 4. Identify the physical, emotional, social processes of growing up in relation to own sexual development.*

## **CDPWV-B03-2102: Customer Care and Employability Skills**

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### **Unit Description**

In this unit, Customer Care learners will get in touch with a range of customer care skills which will eventually prepare them for the place of work.

Learners will learn how to show customers care skills in different working environment. Furthermore, they will learn about different customer care skills needed with colleagues, clients and guests mainly in different types of work environments such as, but not limited to, reception areas and shops.

Learners will focus on how to take phone calls and pass on messages. Importance will be given to body language and facial expressions when interacting with colleagues and clients. Also, proper salutations towards colleagues and customers will be learnt during this unit.

The Employability Skills section of this unit aims at facilitating the transition into the workplace and focuses on three main areas:

- skills for gaining employment such as developing a CV, writing a cover letter, filling out an application, interview skills, and rights at work
- developing transferable skills such as practicing basic employability skills, and creating a vocational portfolio
- developing skills in practice by participating in a supervised work placement

### **Learning Outcomes**

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

1. *Apply effective customer care skills in different work environments.*
2. *Use proper customer care skills when dealing with colleagues, clients and guests.*
3. *Practice skills for gaining employment.*
4. *Develop basic employability skills.*
5. *Develop skills on the job.*



## **CDPWV-B03-2103: Health and Safety at Work**

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### **Unit Description**

Health and safety education is key to preventing injury at work. The ability to work safely is a vital life and career skill required to become a successful and fully functioning participant in today's work environment.

This unit covers basic occupational health and safety knowledge and skills. It aims to teach learners foundational job safety and health skills, which are general, transferable, and can apply across all jobs and industries. These skills include:

- identifying hazards at work,
- reducing or eliminating hazards,
- staying safe in an emergency, as well as
- recognizing health and safety rights and responsibilities on the job.

### **Learning Outcomes**

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

- 1. Identify hazards at work.*
- 2. Indicate safe ways of working.*
- 3. Identify ways to stay safe in an emergency at work.*
- 4. Examine rights and responsibilities with regards to health and safety at work.*

## **CDPWR-B03-2102: Retail**

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### **Unit Description**

The unit of Retail II will further build and solidify the vocational learning and competences achieved in Retail. This unit offers the possibility for learners to continue to look deeper at the practical competences and skills required in the world of retail. Learners will be encouraged to sharpen their vocational skills to work more on an independent level in areas that are at par with their level of acquired skills.

Amongst other topics which will be listed in this document, learners will be encouraged to take a closer look at the practical side of what it takes to work in a shop and shop warehouse, assisting in the product placement and decorating of the shelves, and providing customer with the best shopping experience. In this unit, learners will also be exposed to the effects of the retail industry on the environment and know about strategies on how to make it more sustainable.

They will also have the opportunity to express and develop their creativity in using tools and materials to create new products also by reusing and recycling a range of materials. Learners will learn different techniques of choosing and preparing the materials which aids in improving their own dexterity and fine motor skills. The selling of own produced goods will offer a practical experience for learners not only in the product production and packaging but also in the areas of product placements, shelf maintenance and customer care throughout the five basic selling processes.

All the above, if achieved successfully, will enable the learners to continue with their studies in improving their vocational skills in Retail at MCAST or work as a sales assistant or stacker within the retail sector.

## Learning Outcomes

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

- 1. Create own artisan products from various raw materials within a group setting, with varying degrees of support.*
- 2. Identify the importance of visual merchandising in the retail sector and in using basic strategies to promote the sales of own product.*
- 3. Apply basic customer care strategies.*
- 4. Carry out basic tasks related to keeping shelves/storage solutions organized and clean, with varying degrees of support.*
- 5. Identify industrial/retail waste is and appropriate recycling procedures to dispose of unused material, with varying degrees of support.*

## **CDPWH-B03-2102: Hospitality**

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### **Unit Description**

In this unit, learners will be exposed to the tourism industry. By learning about the touristic attractions, learners will also be better able to identify what work opportunities are available.

In this unit learners will be better able to familiarise themselves with the various structures present in the tourism industry in Malta. Learners will better identify what would be required of them in the various role capacities pertaining to jobs found within the Tourism and Hospitality Industry, and learn about the different forms of business that require their services.

Learners who attend the program will be prepared for vocational formation that is updated and current, with a focus on ethical and responsible performance that would make them job ready.

The skills learned through this second part of the program will introduce them to the wide array of skills required to work in the different departments found in the Hospitality and Tourism industry. Learners will be more independent to carry out tasks under supervision, yet independently.

### **Learning Outcomes**

**On completion of this unit, the learner will be able to**

- 1. Show customer etiquette in the tourism and hospitality industry.*
- 2. Prepare for work in the hospitality and tourism industry with the help of a job coach/tutor.*
- 3. Prepare meals independently.*
- 4. Serve guests independently.*
- 5. Practice the skills for rooms division independently.*

## **CDPWO-B03-2102: Office**

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### **Unit Description**

In this unit learners will understand the different roles and responsibilities in an office. Importance will be given to organizational skills in an office such as general rules, etiquette, behaviour, time management and politeness. Furthermore, learners will practice different duties/task using both office supply and equipment.

Importance will be given to different office routines and also on how to start and finish a task. Learners will understand how to work individually and also how to be part of a team.

During this unit learners will understand the importance of how to be organised and reliable at the place of work. Consequently, they will be able to assist different roles in an office.

### **Learning Outcomes**

**On completion of this unit, the learner will be able to**

- 1. Identify roles and daily routines in an office.*
- 2. Understand the importance of organizational skills in an office.*
- 3. Outline the importance of etiquette when working in an office.*
- 4. Perform office duties with guidance.*

## **CDPWD-B03-2102: Digital Skills**

Unit level (MQF/EQF): Introductory Level B

Credits: 3

Delivery Mode: Face to Face

Total Learning Hours: 75

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### **Unit Description**

The aim of this unit is to help the learner acquire the necessary digital literacy skills that one is expected to know when working in an office environment. This unit will provide learners with the opportunity of acquiring digital skills through practice. At the end of the unit, the learners should be confident 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 too, the learners will learn how to use different office productivity software such as word processing programs to prepare well-formatted documents. Learners will also learn how to present data using spreadsheets. Since online communication and collaboration is essential in today's working environment, learners will also learn how to browse the internet safely and communicate effectively through emails. Additionally, by the end of this unit, learners should also be proficient in using Microsoft Teams for setting up online meetings, and working on the cloud.

### **Learning Outcomes**

**On completion of this unit, the learner will be able to**

- 1. Use ICT effectively to complete everyday tasks in an Office Environment.*
- 2. Conduct basic tasks using a Word Processing Application.*
- 3. Present data using a Spreadsheet Application.*
- 4. Use the Internet to browse, collaborate and communicate with others.*