



MCAST

Malta College of Arts, Science & Technology

MQF Level 1

BC1-02-19

Award in Basic Office Skills

Course Specification

Course Description

This course is intended for students who wish to gain the necessary basic skills and competences to work in an office environment. Students need to have a genuine interest for employability in posts related to basic customer care and office work.

Students will become familiar with the appropriate communication skills required in formal and informal situations, while understanding the concept of boundaries that are required for office relations.

During this course, students will be prepared to face the challenges that one encounters within an office and will be given the necessary tools to deal with them effectively. Candidates will receive the necessary knowledge required to handle the various tasks belonging to office work diligently and safely. They will become familiar with the equipment present in such environments and learn how to use it appropriately. Candidates will also learn how to understand and follow rules and regulations and to identify potential hazards associated with office work.

Programme Learning Outcomes

At the end of the programme the students are able to

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.*

Entry Requirements

- Finished Compulsory Education

Other Entry Requirements

- Initial Assessment Tests and/or interview

Current Approved Programme Structure

Unit Title	ECVET/ECTS
Preparing for Office Work	6
Basic Office Skills Practice	6
English	4
Mathematics	4
Malti	4
Information Technology	3
Individual and Social Responsibility	3
Total ECVET/ECTS	30

Preparing for Office Work

Level: MQF Level 1

Credits: 6 ECTS

Unit Description

Communication is the basis of society. It is the skill that can break or make any interaction since bad communication or bad interpretation of verbal or non-verbal communication can lead to issues both at the place of work as well as with own peers or during everyday interactions.

In this course learners will become familiar with effective communication skills, verbal and non-verbal as well as formal and informal. Learners will understand the ethics required when communicating over the phone, as well as when dealing with their own peers or management in an office environment. In this course learners will also become familiar with the difference between relations at the office and socialising, therefore learners will be able to identify the different boundaries required according to with whom the communication is taking place.

Learners will also become familiar with the concept of time management and the importance of scheduling their day at work. Learners will be shown different time management methods that can be adopted at the workplace to enable one to organise the workday and workspace as well as identify tasks which should be given priority.

In addition, learners will also become familiar with different rules and regulations that are common in every workplace and are required to be able to function in an office environment. Learners will also become familiar with computer ergonomics and their importance since wrong posture and inappropriate use of the mouse and keyboard might cause injury.

Learning Outcomes

Upon successful completion of this unit, learners will be able to:

1. Communicate effectively in formal and informal everyday interactions at the place of work and on a personal basis.
2. Carry out tasks by following given instructions according to own daily work schedule.

3. Follow rules and regulations at the place of work to avoid issues and ensure own safety and that of others.

Basic Office Skills Practice

Level: MQF Level 1

Credits: 6 ECTS

Unit Description

Working in an office is not as simple as it seems, it might look easy, however when one finds himself or herself in an office one realises that there is a lot of equipment one must learn how to use, various hazards as well as a required etiquette. In addition, a multitude of skills are required to work effectively in an office environment.

In this unit, learners will become familiar with various equipment, supplies and resources found in an office as well as receive training on how to use them safely and properly. Learners are made aware of the office environment and the hazards that might be present in an office, such as good housekeeping, lifting and handling of equipment and material.

Learners will also be given practical skills which they will find useful in an office, such as, the understanding of some key features of labels; the use of the different form format to fill in customer details correctly and the understanding of how to complete a typical appointments book. Learners will also become familiar with processes of sorting and filing information using various methods such as alphabetical order, numerical order or date order. In addition, learners will be able to recognise and write in different formats such as memos, inventories, invoices, call back forms and personal forms related to work. Learners will be familiar with mail and associated resources.

Learning Outcomes

Upon successful completion of this unit, learners will be able to:

1. Outline the equipment and hazards that can be present in an office.
2. Use office equipment effectively and safely.
3. Perform various office duties diligently and as instructed.