



MCAST

MQF/EQF Level 4

BC4-A6-21

**Advanced Diploma in Administrative
and Secretarial Studies**

Course Specification

Course Description

This programme is designed to enable learners to understand the key areas of administration, administrative services, office equipment and supplies, routine procedures, standards and the work environment. It is also designed to provide learners with the possibility of opting to delve deeper into one of two specific areas, namely Medical Secretaries and Legal Secretaries, as well as the application of Italian and French within a business related usage. The programme of studies has a very high level of hands-on experience through Apprenticeship, where learners will not only be learning by doing, but will also experience first-hand the application of the theory they would be learning in class.

Programme Learning Outcomes

At the end of the programme the learner will be able to:

1. *Understand the key areas of administration and services and supplies.*
2. *Use appropriate office equipment, routine procedures and standards.*
3. *Take notes as well as transcribe business documents from a printed or handwritten copy to a suitable business standard.*
4. *Communicate in different ways on the workplace.*

Entry Requirements

MCAST Diploma in Business

OR

4 SEC/O-Level/SSC&P (Level 3) passes

Compulsory: Maltese and English Language

Students opting for the Medical Stream need to be in possession of a:

MCAST Diploma in Health and Social Care with at least 4 units at Grade B or better

or

4 SEC/O-Level/SSC&P (Level 3) passes

Compulsory: Maltese and English Language

AND

Compulsory: One subject from Chemistry, Physics, Biology

Preferred: Mathematics

Key Information

Awarding Body - MCAST

Accreditation Status - Accredited via MCAST's Self Accreditation Process (MCAST holds Self-Accrediting Status as per 1st schedule of Legal Notice 296/2012)

Type of Programme: Qualification

MQF Level	Examples of Qualifications	'Qualification' Minimum Credits Required	'Award' Credits Required
Level 8	Doctoral Degree Third Cycle Bologna Process	NA	NA
Level 7	Masters Second Cycle Bologna Process	90-120	Less than 30
	Post-Graduate Diploma	60	
	Post-Graduate Certificate	30	
Level 6	Bachelor ²³ /Bachelor (Hons.) ²⁴ First Cycle Bologna Process	180-240	Less than 180
Level 5	Short Cycle Qualification	120	Less than 60
	Undergraduate Higher Diploma	90	
	Undergraduate Diploma	60	
	Undergraduate Certificate	30	
	VET Level 5 Programme ²⁵	60-120	
Level 4	Pre-Tertiary Certificate	30	Less than 120
	VET Level 4 Programme ²⁶	120	
	MATSEC Certificate	NA	
Level 3	VET Level 3 Programme ²⁷	60	Less than 60
	General and Subject Certificate	NA	
Level 2	VET Level 2 Programme ²⁸	60	Less than 60
	General and Subject Certificate	NA	
Level 1	VET Level 1 Programme ²⁹	40	Less than 40
	General and Subject Certificate	NA	
Introductory Level A	Preparatory Programme	30	Less than 30
Introductory Level B	Pre-entry Basic Skills Course	30	Less than 30

Table 1: Minimum number of credits for 'Qualifications' and parameters for 'Awards'

Fig.1: p56, Ministry for Education and Employment & National Commission for Further and Higher Education Malta (2016). *Referencing Report, 4th Edition*. NCFHE.

Total number of Hours: 3000 hours

Mode of attendance: Fully Face-to-Face Learning

Duration: 2 Years

Target audience for MCAST full-time courses is 16 to 65+

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.

This course will be offered at

MCAST has four campuses as follows:

MCAST Main Campus

Triq Kordin, Paola, Malta

All courses except for the Institute for the Creative Arts, Centre of Agriculture, Aquatics and Animal Sciences are offered here.

Institute for the Creative Arts

Mosta Campus

Misraħ Ghonoq Targa Gap,

Mosta

**Institute of Applied Sciences,
Centre of Agriculture, Aquatics and Animal Sciences,
Luqa Road, Qormi**

Gozo Campus

J.F. De Chambray Street

MCAST, Għajnsielem

Gozo

Teaching, Learning and Assessment

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.

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').

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.

Students may however be required to provide consumable material for use during practical sessions and projects unless these are explicitly provided by the College.

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.

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.

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.

The distribution of marks and assessment mode depends on the nature and objectives of the unit in question.

Coursework shall normally be completed during the semester in which the Unit is delivered.

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.

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/>

The Programme Regulations referenced below apply. (DOC 004 available at: link <https://www.mcast.edu.mt/college-documents/>)

Total Learning Hours

The total learning hours required for each unit or module are determined as follows:

Credits (ECTS)	Indicative contact hours	Total Student workload (hrs)	Self-Learning and Assessment Hours
1	5 - 10 hrs	25 hrs	20-15 hrs*
2	10 - 20 hrs	50 hrs	40-30 hrs*
3	15 - 30 hrs	75 hrs	60-45 hrs*
4	20 - 40 hrs	100 hrs	80-60 hrs*
6	30 - 60 hrs	150 Hrs	120-90 hrs*
9	45 - 90 hrs	225 hrs	180-135 hrs*
12	60 - 120 hrs	300 hrs	240-180 hrs*

* The 'Self-Learning and Assessment Hours' amount to the difference between the contact hours and total student workload.

Grading system

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.

For a student to be deemed to have successfully passed a unit, a minimum of 50% (grade D) must be achieved. In case of part time programmes, the student must achieve a minimum of 45% to successfully pass the unit.

All 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'.

Work-based learning units are graded on a Pass/Fail basis only.

Detailed information regarding the grading system may be found in the following document: DOC 004 available at: link <https://www.mcast.edu.mt/college-documents/>

Intake Dates

- MCAST opens calls for application once a year between July and August of each year for prospective applicants residing in MALTA.
- Applications to full-time courses from international students not residing in MALTA are accepted between April and Mid-August.
- For exact dates re calls for applications please follow this link <https://www.mcast.edu.mt/online-applications-2/>

Course Fees

MCAST course are free for Maltese and EU candidates. International candidates coming from outside the EU need to pay fees for the respective course. Course fees are set on a per-level and course duration basis. For access to course fee structure and payment methods please visit <https://www.mcast.edu.mt/fee-payments-for-non-eu-candidates/>.

Method of Application

Applications to full-time courses are received online via the College Management Information System. Candidates can log in using Maltese Electronic ID (eID) or European eIDAS (electronic identification and trust services) to access the system directly and create an account as the identity is verified electronically via these secure services.

Non-EU candidates need to request account creation through an online form by providing proof of identification and basic data. Once the identity is verified and the account is created the candidate may proceed with the online application according to the same instructions applicable to all other candidates.

Non-EU candidates require a study visa in order to travel to Malta and join the course applied for. For further information re study-visa please access <https://www.identitymalta.com/unit/central-visa-unit/>.

For access to instructions on how to apply online please visit <https://www.mcast.edu.mt/online-applications-2/>

Contact details for requesting further information about future learning opportunities:

MCAST Career Guidance

Tel: 2398 7135/6

Email: career.guidance@mcast.edu.mt

Current Approved Programme Structure

Unit Code	Unit Title	ECTS	Year	Semester
BCOFF-412-1503	Business and Office Administration	12	1	YEAR
BCOFF-406-1504	Meeting Techniques	6	1	YEAR
BCBST-412-1508	Business Practice	12	1	YEAR
BCLGE-412-1503	English for Business	12	1	YEAR
BCOFF-406-1507	Personal Effectiveness in the Office Environment	6	1	YEAR
CDKSB-406-1906	Il-Malti Applikat għas-Settur Kummerċjali	6	1	YEAR
BCCPY-406-1605	Contemporary Issues in Administrative & Secretarial Studies	6	1	YEAR
BCICT-406-1504	Advanced Administrative IT Applications (Word and Database)	6	2	A
BCICT-406-1505	Advanced Administrative IT Applications (Spreadsheets and PowerPoint)	6	2	B
CDKSK-404-1915	Employability and Entrepreneurial Skills	4	2	B
CDKSK-402-2104	Community Social Responsibility	2	2	B
BCACC-406-1505	Bookkeeping and Accounts	6	2	YEAR
BCCMR-406-2101	Customer Care	6	2	YEAR
BCSEC-412-1501	The Legal Secretary's Environment*	12	2	YEAR
BCSEC-412-1502	Anatomy and Physiology in the Medical Secretaries Environment*	12	2	YEAR
BCLGE-412-1504	French for Business*	12	2	YEAR
BCLGE-412-1505	Italian for Business*	12	2	YEAR
BCLGE-406-1506	Il-Malti Applikat FI-Amministrazzjoni	6	2	YEAR
BCWBL-412-1503	Work Based Learning in Administration and Secretarial Studies	12	1 / 2	YEAR
Total ECTS		120	/	/

*Students are expected to choose at least ONE option from these 4 optional subjects.

BCOFF-412-1503: Business and Office Administration

Unit Level (MQF/EQF): 4

Credits: 12

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 300

Unit Description

This unit will give learners the opportunity to learn about and carry out the core activities that are required within administrative office environments, look at these activities objectively and evaluate their worth to an organisation. Following evaluation of office activities, the learner will be given the opportunity to design an office system and procedure that will enhance the performance of the current office environment by improving communication and customer service.

Learners will be able to understand the different types of office equipment and software available for use in an office environment compare them and make recommendations on the best available equipment and software to be used in a practical setting. Learners will also be able to make use of the office equipment in a practical setting.

This unit will further allow for learners to examine various methods of e-technology used to carry out administrative tasks in an office environment and be able to explain their uses and benefits.

The unit will also allow learners to realise the importance of people in carrying out activities within an office setting, lead office activities and be able to manage others as well as their activities within an office setting.

Learners will also explore and understand organisational changes and the impact that organisational change has on the organisation and employees as well as learning about recruiting new staff and the methods used to select the most suitable candidate during the selection process.

Learning Outcomes

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

- 1. Describe and carry out core activities within the administrative environment and evaluate current working practices.*
- 2. Design and evaluate an office system and procedure to improve communication and service to customers.*
- 3. Provide recommendations for selecting equipment and software to meet the needs of the administrative function.*
- 4. Investigate and explain the benefits of using e-technologies to carry out administrative tasks.*
- 5. Manage and lead people in activities within the office environment.*
- 6. Understand organisational change and how it affects employees.*
- 7. Understand and manage the recruitment and selection process.*

BCOFF-406-1504: Meeting Techniques

Unit Level (MQF/EQF): 4

Credits: 6

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 150

Unit Description

This unit will give learners the opportunity to study a recognised shorthand system and learn to annotate and record information using that shorthand system. Learners will be able to demonstrate an understanding of the rules and principles of that Shorthand system and be able to use the Shorthand system to produce accurate and well-presented notes within a desired time frame. Learners will also use a word processing package to transcribe these notes to a high standard, and also in a prescribed time frame.

To be able to operate an audio transcription system and become familiar with the uses of that system to transcribe a variety of business documents in a timely manner, including letters, notices, reports and emails.

Learners will study and become familiar with the different types of business documents that are available for recording information within a business organisation. Learners will also be able to recognise the correct documentation required in any given situation and be able to generate the correct documentation, to a high standard, within a given time frame.

Correct use of layouts, grammar and punctuation must be evident in all work produced and the learner must display a high level of competency in producing documentation. Evidence of good file management is also required.

On commencing the unit, learners should be given an overview of the following important meeting documents; Agenda; Minutes and Action Minutes. They should be provided with examples to follow on the format of these documents. They must understand that the set up and detail of these documents will be covered in other units within their course. Learners should have a competent level of typing prior to commencement of the unit.

Learning Outcomes

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

- 1. Use and understand a shorthand system to produce accurate notes within time constraints using a word processing package.*
- 2. Use an audio system to produce business documents from recorded instructions within time constraints.*
- 3. Produce a range of business documents from materials provided.*

BCBST-412-1508: Business Practice

Unit Level (MQF/EQF): 4

Credits: 12

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 300

Unit Description

This unit will give learners the opportunity to find out about different types of business organisations and the influences that act upon these businesses, both internally and externally. The learner will learn to explore the purpose of these businesses and the factors that influence business decisions, business structure and the resources these businesses use.

Learners will become familiar with different sized businesses, both large and small and how they impact the global economy. Learners will understand the financial implications that come with business success and how customer spending affects business activity.

Learners will explore the different functions and departments within a business and how these functions come together to produce results. Learners will discover how business planning techniques are used to ensure company success and analyse how Government policy and other influential groups can play a part in business decisions.

Learners will become aware of different types of business communication and how the communication is used and controlled and who is responsible for it, as well as exploring the financial records that companies keep and why they are important for company survival.

Learners will learn to understand how the importance of having the correct staff affects an organisation and the importance of teamwork from those staff as well as being able to identify the concepts of business culture and identity and how these affect an organisation. Developing an awareness of the contribution that the individual can make towards business success is pivotal to this unit. Learners will also analyse how a company ensures that they provide a quality service and how they measure this.

Learning Outcomes

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

- 1. Demonstrate a general understanding of the influences on the business organisation.*
- 2. Understand the importance of specialisation in a business context.*
- 3. Demonstrate an understanding of the importance of communications within the business.*
- 4. Develop awareness of the contribution that the individual can make towards business success.*

BCLGE-412-1503: English for Business

Unit Level (MQF/EQF): 4

Credits: 12

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 300

Unit Description

This Unit will provide learners with the opportunity to further develop and expand their linguistic knowledge and application of effective language skills in English, primarily orientated towards using these skills effectively in a business environment. Learners will be encouraged to read and appreciate a variety of texts to allow them to be effective and confident communicators in any given business environment, which could be but is not limited to business meetings with multiple parties, one-to-one meetings or conference calls and modes of communication akin to these.

The skills which learners will become adept in, although meant for a business environment, are not restricted to personal contact, but rather, also takes cognisance of communication formats including e-mails, business letters, internal company reports in addition to areas such as, but not limited to, participation in conversations and discussions. The knowledge and understanding of the English communication skills should be able to be applied for initial contact with other parties as well as continued dialogue and communication.

An appreciation of and ability to effectively use the Language Lab will help learners develop an appreciation of the necessary skills which would be advantageous to them in any manner of business related situations in which English is the language adopted. Learners will become adept in conveying clarity in communication, using the appropriate style, tone and format in a given business environment, whether in a verbal or written context. Communication in fluent written and spoken English is advantageous for learners and can enhance employability, which learners should be made aware of within the Unit.

The assessment of this Unit will encourage and promote important skills in written and oral/verbal communication as well as comprehensive analytical skills.

Finally, the range of skills learned will allow students to become confident and efficient communicators across a variety of business environments, with the Unit recognising

that effectively communicating English in any business environment is not confined to a select number of formats.

Learning Outcomes

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

1. *Communicate (e.g. conversation, discussion, presentation both oral and written) using appropriate style and means of communication.*
2. *Communicate the appropriate style, tone and format in a business environment in both verbal and written contexts (including but not limited to e-mails, business letters and internal company reports).*
3. *Understand spoken Business English at the appropriate level.*
4. *Participate in conversations and discussions in English within a given business environment.*

BCOFF-406-1507: Personal Effectiveness within the Office Environment

Unit Level (MQF/EQF): 4

Credits: 6

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 150

Unit Description

This unit provides a framework for students to develop self-awareness as well as developing skills, attributes and knowledge that contribute to personal effectiveness within the office environment. The unit will focus on successful achievement of key competences such as communication, entrepreneurship and cultural expression, equipping students with essential skills for further study and those highly sought after by employers.

Students will examine their existing skills, attributes and knowledge and identify areas for development. They will also assess their skills profile for an office administration post and explore their own career aspirations.

The unit will also focus on office protocol and business etiquette as well as personal grooming and appearance. Students will evaluate their self-motivation in personal and work related circumstances; identify the symptoms and causes of stress and approaches to managing stress as well as developing time management skills to improve workplace efficiency.

Students will examine a range of skills as a key player in the office environment. In particular, they will focus on the two specific roles of leader and team member. Leadership skills include assertiveness, decision making, delegation and problem solving. They will also consider the attributes of a co-operative team member, practising negotiating and compromising with others as well as approaches to managing conflict in the workplace.

Towards the end of the unit, students will conduct a final personal self-assessment to identify the strengths they have enhanced during the unit and areas for development in the future. They will also contrast their perception of themselves with that of their peers and create a final action plan, setting specific, measurable, accurate, realistic and time bound goals to develop their personal effectiveness within the office environment.

Learning Outcomes

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

- 1. Develop self-awareness and enhance their use of personal skills.*
- 2. Evaluate effectiveness and efficiency as an office administrator.*
- 3. Apply a range of skills as a key player in the office environment.*
- 4. Set goals for self-improvement and future development.*

BCICT-406-1504: Advanced Administrative IT Applications (Word and Database)

Unit Level (MQF/EQF): 4

Credits: 6

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 150

Unit Description

The storage, management and reliability of information are increasingly important in business today. They are indispensable in the management of customer relations, resource planning and website content.

In this Unit learners will develop an in-depth understanding of relational database design to improve the performance and integrity of a database management system.

Learners will also develop knowledge, understanding of, and skill in, the use of database advanced features, tables, queries, forms, reports and macros to better manage and organise structured information relevant to modern business needs.

Word processing knowledge, understanding and skills enable learners to use word processing tools more effectively, thus achieving work goals more efficiently, and in doing so will save time, and increase productivity in the work place.

Learners will be given the opportunity to develop and apply advanced word processing skills to assist in the production, management and processing of business related documents. The use of a consistent house style has a large part to play in developing a corporate image. Learners will be shown how this can be done through the design of templates, the application of styles, the use of advanced header and footer, document setup and formatting options.

Information must be easily accessible for it to be useful. Learners will develop skills which will facilitate the navigation of large documents through tools such as tables of contents/figures, indexes, captions, footnotes/endnotes, bookmarks and cross referencing.

Working collaboratively is also an essential skill in business today. Learners will develop knowledge and skill in reviewing documents, working with master documents and

security features. They will also learn how to use word processing advanced features to enhance their work, increase efficiency and save time.

Learning Outcomes

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

1. *Design a relational database to meet given specifications.*
2. *Create a relational database for the storage, management and retrieval of reliable data for a specific remit.*
3. *Manipulate the data through the use of complex queries, forms and reports and apply advanced features to improve functionality to meet given specifications.*
4. *Demonstrate advanced word processing skills to create accessible documents which reflect the company's house style.*
5. *Collaborate securely on and review documents.*
6. *Use advanced word processing tools to work efficiently and effectively.*

BCICT-406-1505: Advanced Administrative IT Applications (Spreadsheets and Presentations)

Unit Level (MQF/EQF): 4

Credits: 6

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 150

Unit Description

The effective use of spreadsheets in business can lead to increased productivity and competitiveness by helping to achieve an organisation's objectives more efficiently. This Unit aims to give learners the opportunity to gain the crucial skills and knowledge to use the full potential of spreadsheets in a business context to produce high quality management information and to develop critical and evaluative thinking skills.

Learners are presented with advanced spreadsheet techniques to allow them to work efficiently with advanced editing, data handling functions and analysis features to support the management, analysis and forecasting of data in real life situations.

Learners will also use collaborative and security features to ensure that data can be shared efficiently and securely.

The spreadsheet part of this Unit also aims to develop critical and evaluative thinking, to find efficient and effective solutions to solve real life business problems.

Equally the knowledge, understanding and skills required for the delivery of successful presentations are vital in business today. This Unit aims to give learners the opportunity to gain knowledge, understanding and practical skills necessary to plan, prepare and deliver successful presentations. There are many important factors that must be considered to ensure the successful delivery of a presentation such as the target audience and the type of venue. This Unit seeks to increase the learners' understanding of these dynamics to enable them to plan presentations which will be effective in different contexts. An in-depth knowledge of the software is also essential to ensure a professional, controlled delivery of a presentation. Learners will use customised layouts and shows to present their company image to specific target audiences, use graphics and multimedia to give clarity and impact to their message, and integrate data by using links to other applications.

Finally, learners will develop the knowledge and understanding of the presentation tools available to enable them to evaluate the most appropriate tools and combine their application to support the effective communication of a presentation to meet specific business needs.

Learning Outcomes

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

- 1. Apply a wide range of spreadsheet functions and features to provide accurate information to aid the decision making process to given specification.*
- 2. Work with tables, lists and charts to provide specific data analysis.*
- 3. Use spreadsheet software tools to improve efficiency and security to meet given specifications.*
- 4. Plan an appropriate presentation with consideration of target audience, venue, design, content and layout for a specific remit.*
- 5. Prepare a presentation using a wide range of presentation software tools effectively and efficiently for a specific remit.*
- 6. Demonstrate appropriate technical control of presentation software for a specific remit.*

BCACC-406-1505: Bookkeeping and Accounts

Unit Level (MQF/EQF): 4

Credits: 6

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 150

Unit Description

This Unit will provide the opportunity for learners to develop their knowledge and understanding of the mechanics of book-keeping and accounting for varying forms of business entities including sole traders and partnerships, using the appropriate format. The unit will enable learners to demonstrate an understanding of recording financial transactions from prime business documents, including but not limited to, invoices, and credit notes. in the double-entry system. This will involve presenting financial information from the books of original entry through the ledgers to the trial balance. It also includes the use of suspense accounts for temporarily accounting for inconsistencies and errors within financial data as well as correction of such errors in the accounts.

The unit is also designed to enable learners to apply fundamental accounting concepts, principles, and standards for the preparation of year-end financial statements of limited liability companies in accordance with International Accounting Standards (IAS) and International Financial Reporting Standards (IFRS). Learners will be introduced to the elements of financial statements including ‘the statement of profit or loss’, the statement of changes in equity’, ‘the statement of financial position’ and ‘the statement of cash flows’ in a format that is suitable for publication.

The unit is also designed to enable learners to identify the main users of financial information, such as shareholders, lenders, and the government, as well as outline their specific needs. Furthermore, the unit will enable learners to analyse published financial statements. For this purpose, learners will be introduced to aspects of profitability, efficiency, capital gearing and investment financial ratio analysis and interpretation for decision making purposes.

Learning Outcomes

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

- 1. Identify and record financial information from prime business documents into the books of original entry, process such information into a double entry book-keeping system and extract a trial balance;*
- 2. Integrate control mechanisms into a double entry book-keeping system, identify varying types of errors and correct such errors using the journal and suspense account;*
- 3. Prepare period-end financial statements for sole traders, partnerships and limited companies operating as either producers or traders in accordance with generally accepted accounting principles and concepts;*
- 4. Present period-end financial statements for limited liability companies from a set of trial balance and additional information in a format that is suitable for publication;*
- 5. Analyse and interpret published financial information of limited liability companies.*

BCSEC-412-1501: The Legal Secretary's Environment

Unit Level (MQF/EQF): 4

Credits: 12

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 300

Unit Description

This Unit is designed for learners who are currently working or who are considering a career as an administrator or Secretary within the Courts system, Corporate or Private Practice. This Unit will provide learners who might already have a basic awareness and understanding of administrative processes with the specific vocational and sector based subject knowledge of processes and procedures within the legal profession. This Unit is therefore particularly relevant for those wanting to develop those administrative skills within the legal sector. This Unit will also allow learners to develop and practice the particular skills required for employment within both the legal and business sectors. Undertaking this Unit can also assist in developing the necessary transferable skills and attributes which can assist in their progression from general administrative roles into more specialised vocational posts.

The design of this Unit will promote and encourage the vocational knowledge and skills that will assist learners to understand and operate within different organisations within the legal sector. Learners will become aware of the impact and controls of the relevant legislation, regulations and procedures within both civil and criminal law, the core legislative governance of Labour law including awareness and understanding of equalities legislation. This Unit will also provide an understanding and awareness of the essential functional role of the Company Secretary within corporate entities. The learner will also develop an understanding and ability to work with others and to develop effective communication skills. The assessment of this Unit will encourage and promote important skills in written and oral communication as well as appropriate levels of analytical, problem solving and research skills. The subjects covered within the Unit will develop and understanding of how to identify and prevent many of the more common issues associated with common Court procedures.

The aim of this unit is to enable the learner to develop a working knowledge of how the legal system operates both in terms of procedure and legal theory in relation to both civil and criminal jurisdictions. This Unit can assist learners to develop specialised core knowledge of Maltese law on criminal procedure. This Unit will also outline the basic principles and procedures of civil actions. The associated skills that are embedded

within this Unit will include the ability to research information and undertake precise procedural steps to achieve a set outcome. This Unit will enable the learner to develop the knowledge to be able to distinguish between employee and non-employee status, the importance of a contract of employment and the statutory requirements of Labour law. Furthermore, this Unit will allow Learners to be introduced to the functions of the Company secretary, their powers and liabilities within a modern corporate environment.

Learning Outcomes

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

- 1. Understand and Civil and Criminal Court Actions and explain core elements of Civil and Criminal procedures.*
- 2. Understand, explain and apply current Labour law including the statutory requirements of the workplace regarding equalities.*
- 3. Understand and explain the functions, role and liabilities of a Company Secretary.*

BCSEC-412-1502: Anatomy and Physiology in the Medical Secretaries Environment

Unit Level (MQF/EQF): 4

Credits: 12

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 300

Unit Description

Medical secretaries deal with consultants' correspondence, making appointments, sending samples for medical testing, maintaining patient records, providing fast and efficient typing of clinical reports for medical personnel, handling patients queries and liaising with other healthcare staff.

In a GP practice, they handle letters and phone calls about a range of different conditions. Working for a hospital consultant usually means medical secretaries are based in a specific department, for example, paediatrics or cardiology.

This is a responsible job, as medical secretaries are expected to use their own initiative, make decisions and deal with patients and their relatives who are worried or upset about their illness. There is significant contact with patients, GPs and other healthcare staff therefore a good knowledge of medical terminology is especially important for medical secretarial roles.

This unit will enable the students working within such a role to demonstrate a knowledge and understanding of the normal functioning of the human body and its systems; what can go wrong with the body systems - understanding of the normal and abnormal functioning of the body systems and allow them to apply this knowledge to disorders they may come across within their environment; what investigations may be undertaken in certain circumstances; how to define and decipher medical terms in relation to the aforementioned and finally, what is meant by medical ethics, patient confidentiality and data protection. Understanding of ethics, patient confidentiality and legislation protecting data is of the utmost importance to all staff involved in patient care.

The topics covered within this module will allow the students to communicate effectively and appropriately with healthcare professionals and the public who are seeking advice about their health care needs.

Learning Outcomes

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

- 1. Identify and describe the normal structure and function of major body systems.*
- 2. Describe and explain the disease processes that affect the major body systems.*
- 3. Apply medical terminology relating to human body systems.*
- 4. Describe common investigations and explain differences in medical imaging devices and equipment and their applications.*
- 5. Demonstrate an understanding of the religious and ethical issues within medical ethics.*
- 6. Explain the concepts and principles of patient confidentiality and legislation which protects patient data.*

BCLGE-412-1504: French for Business

Unit Level (MQF/EQF): 4

Credits: 12

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 300

Unit Description

This French for Business unit is aimed at learners who wish to apply their business knowledge, skills and competences to another language, thus gaining increased expertise while widening their European language portfolio.

For that purpose, the unit will allow learners to further develop skills in the target language (French) within a business context. They will improve their abilities in speaking and writing in a work-related context. This will be achieved through a series of practical activities during which they will learn to deal with multiple verbal situations and written documents using various appropriate business conventions in order to achieve and demonstrate understanding and accurate use of the language.

In order to achieve this, they will be required to prepare and deliver either a presentation or actively take part in a discussion. They will also undertake an extended piece of writing.

In addition, they will improve their abilities in listening and reading skills by identifying and understanding the main points and ideas, identifying the gist from various types of listening and reading texts within a business context. Candidates will demonstrate understanding by answering questions in English relating to both types of stimuli.

Appropriate use of these skills in the social context will be included.

Learning Outcomes

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

1. *Communicate effectively in the target language (e.g. conversation, discussion, presentation) using appropriate oral style, register and format and exchange information with speakers in the target language in a business context.*
2. *Understand a range of spoken and/or recorded items in French which relate to a range of business and/or social topics in a work context.*
3. *Understand various detailed documents written in French which relate to a range of business and/or social topics in a work context.*
4. *Compose documents in French in business/work-related contexts.*

BCLGE-412-1505: Italian for Business

Unit Level (MQF/EQF): 4

Credits: 12

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 300

Unit Description

This Italian for Business unit is aimed at learners who wish to apply their business knowledge, skills and competences to another language, thus gaining increased expertise while widening their European language portfolio.

For that purpose, the unit will allow learners to further develop skills in the target language (Italian) within a business context. They will improve their abilities in speaking and writing in a work-related context. This will be achieved through a series of practical activities during which they will learn to deal with multiple verbal situations and written documents using various appropriate business conventions in order to achieve and demonstrate understanding and accurate use of the language.

In order to achieve this, they will be required to prepare and deliver either a presentation or actively take part in a discussion. They will also undertake an extended piece of writing.

In addition, they will improve their abilities in listening and reading skills by identifying and understanding the main points and ideas, identifying the gist from various types of listening and reading texts within a business context. Candidates will demonstrate understanding by answering questions in English relating to both types of stimuli.

Appropriate use of these skills in the social context will be included.

Learning Outcomes

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

1. *Communicate effectively in the target language (e.g. conversation, discussion, presentation) using appropriate oral style, register and format and exchange information with speakers in the target language in a business context.*
2. *Understand a range of spoken and/or recorded items in Italian which relate to a range of business and/or social topics in a work context.*
3. *Understand various detailed documents written in Italian which relate to a range of business and/or social topics in a work context.*
4. *Compose documents in Italian in business/work-related contexts.*

BCLGE-406-1506: Il-Malti Applikat Fl-Amministrazzjoni

Il-Livell tal-Unità: (MQF/EQF): 4

L-Għadd ta' Kreditu: 6

Mod ta' Tagħlim: Preżenti

Total ta' Sigħat ta' Tagħlim: 150

Deskrizzjoni tal-Unità

Lingwistikament Malta dejjem aġġornat ruħha mal-ħtigijiet tal-Ewropa u l-Mediterran. Ġeografikament pajjiżna kien u għadu iżolat mill-bqija, u propju kien dan l-istess iżolament li ħalla impatt daqstant qawwi fuq l-iżvilupp tal-ilsien Malti. Bl-avvanz fit-teknoloġija Malta ma baqgħatx iżolata mill-bqija tad-dinja, iżda wieħed jista' jgħid li d-dinja saret villaġġ wieħed. Il-komunikazzjoni saret aktar faċli u propju għalhekk li l-Ingliż sar wieħed mill-mezzi l-aktar importanti fil-komunikazzjoni internazzjonali.

Is-sħubija ta' Malta bħala membru sħiħ tal-Unjoni Ewropea f'Mejju tal-2004 reġgħat qajmet, filwaqt li kkonfermat l-imporanza tal-ilsien Malti kemm f'kuntest lokali kif ukoll dak internazzjonali. Malta huwa pajjiż li jgħix il-bilingwiżmu l-ħin kollu. Studji riċenti sabu li l-għażla tal-lingwa tagħmel differenza kbira fil-livell ta' aċċettazzjoni, emozzjonijiet li jiġu ġġenerati u r-rabta ma' prodott partikolari.

Għaldaqstant l-iskop ta' din l-unità huwa li jhejji lill-istudenti bl-aħjar mod possibli sabiex ikunu jistgħu jużaw il-lingwa Maltija b'mod tajjeb minn kull aspett fis-settur amministrattiv biex iċ-ċittadin Malti ma jiġix imċaħħad mill-użu tal-ebda servizz u/jew prodott mhux preżentati bil-lingwa nattivta ta' pajjiżu wkoll. L-istudenti jilħqu l-livell mixtieq ta' pproċessar u produttività lingwistika marbuta mal-ħajja ta' kuljum f'Malta llum il-ġurnata - il-qari, il-kitba, it-taħdit interattiv u l-komunikazzjoni iġenerali marbuta mad-dinja immedjata tagħhom.

Mat-tmiem ta' din l-unità, l-istudenti jkunu żviluppaw kif ukoll tgħallmu kif japplikaw firxa wiesgħa ta' kompetenzi lingwistiċi billi jkunu esperjenzaw attivitajiet lingwistiċi li jinvolvu l-ipproċessar u l-produzzjoni ta' testi ġeneriċi kif ukoll tekniċi bil-Malti, fi sfond ta' xogħol amministrattiv b'mod speċjali dawk marbuta mal-qasam legali u mediku, l-interazzjoni ta' taħdit u diskors ma' kliġenti varji, filwaqt li japplikaw dawk l-istrategiji meħtieġa fil-ħajja vokazzjonali tagħhom f'Malta. Għaldaqstant l-istudenti

jkunu mgħammra b'dawk l-abbiltajiet meħtieġa għall-ħajja - kemm mil-lat akkademiku kif ukoll dak marbut mad-dinja immedjata tax-xogħol.

Ir-Riżultati tat-Tagħlim (Learning Outcomes)

Mat-tmiem ta' din l-unità, l-istudenti għandhom ikunu kapaċi:

- 1. Jaqraw testi tekniċi b'mod effettiv u effiċjenti filwaqt li jkabbru l-għarfien tagħhom fuq is-suġġett, b'mod speċjali dawk marbuta mas-settur amministrattiv legali u/jew mediku.*
- 2. Jifhmu informazzjoni ppreżentata b'mod orali fil-forma ta' diskussjonijiet, taħditiet u preżentazzjonijiet.*
- 3. Jirrappurtaw informazzjoni b'mod dettaljat u koerenti filwaqt li juru għarfien tas-suġġett innifsu permezz tal-kitba.*
- 4. Jitkellmu b'mod aċċettabbli f'dan il-livell filwaqt li juru għarfien tas-suġġett innifsu permezz ta' preżentazzjonijiet orali.*

BCWBL-412-1503: Work Based Learning in Administration and Secretarial Studies

Unit Level (MQF/EQF): 4

Credits: 12

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 300

Unit Description

In this unit learners will be given a business-relevant project that can be designed in conjunction with business partners, or if this is not possible, then by the programme delivery team. Links with the business community would therefore be particularly useful to learners undertaking this unit and all parties should be encouraged to develop these to facilitate this.

In business the successful undertaking of tasks may often depend on the application of knowledge and skills in more than one subject area. It may be necessary to combine the knowledge and skills of several subjects and integrate them with the ability to analyse and evaluate. This unit aims to give learners the opportunity to build skills and competences in planning and carrying out a project which involves critical analysis, evaluation and synthesis of ideas, concepts, information and issues which are within the common understanding of their subject discipline.

Learners are encouraged to integrate the knowledge and skills developed throughout the whole programme. The project will provide experience in carrying out a realistic work-related project by planning and organising work, carrying it through to completion and reporting findings.

Learners will also reflect on their progress on the unit to identify areas of strength and opportunities for improvement for the future.

Undertaking this project will also give learners the opportunity to develop skills for employment in an administrative role and competences required for progression to Level 5 courses.

Learning Outcomes

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

- 1. Prepare a project proposal in response to a specific remit.*
- 2. Carry out the project to meet the specifications given.*
- 3. Evaluate the project in terms of efficiency and effectiveness.*

BCCPY-406-1605: Contemporary Issues in Administrative & Secretarial Studies

Unit Level (MQF/EQF): 4

Credits: 6

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 150

Unit Description

This unit aims to provide the learner with a practical and contemporary perspective of the different areas the programme of studies focusses upon. It is one way how to keep the programme of studies dynamically at par with the ongoing changes which are synonymous with such a programme of studies. The unit aims at continuing to bridge the gap between theory and practice as well as provide the student with the access to the latest developments as they occur within the industry one is nurturing a career in.... and this is done through the direct involvement of key players in industry.

The approach adopted for this unit will be different to the usual lecture approach. Instead it will comprise of a number of guest speakers from different areas of industry who will tackle different aspects of the focus area of studies. Attendance to these talks and seminars will be of paramount importance for this unit. The speaker will provide their own and their organisation's experience in relation to particular management areas and issue.

The unit is spread throughout the programme of study, in a manner as to include all the different events (seminars, thematic talks, conferences, on site visits etc) hence integrating them into one module for which students will have the opportunity to submit two distinct take home assignments.

Learning Outcomes

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

- 1. Prepare oneself to the importance of Continuous Professional Development.*
- 2. Garner Knowledge, Understanding and Analysis of different contemporary issues in the specific area of studies.*
- 3. Reflect upon the information obtained from the different events (seminars / talks / on-site visits) and relate it to the respective theories and models.*
- 4. Nurture a disposition towards identifying a specialist area which one may opt to focus on, when embarking on a career in this area of studies.*

BCCMR-406-2101: Customer Care

Unit Level (MQF/EQF): 4

Credits: 6

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 150

Unit Description

Most organizations today recognize the importance of improving customer care--the need to go beyond traditional customer service and truly manage customers as assets--but only about 6% apply its principles effectively. Customer loyalty is essential to the long term financial success of a business, but with more choice than ever before, customers today have high expectations of the products and services they use. To continue to meet - and even to exceed - these high expectations, you need a top notch customer services system in place. Emphasizing both strategic and practical aspects of customer care, this study unit explains how gaining customer commitment and motivating employees to deliver an excellent service at all the company's touch points can ensure successful results and satisfied customers.

Customers are not members per say of a business, but they are very important stakeholders and are crucial to the survival of a business. Spending customers generate a significant portion of the cash-flow to keep businesses alive. It is important for organizations to understand the needs of their customers and more so to train their staff a lot more in Customer Care.

Companies spend big money and significant resources to acquire new customers while they tend to give little thought about how to hold onto clients who are heading for the exits. That's a mistake. Businesses need to change their thinking on this front and retool their strategies to dedicate more time and effort to retain the customers they already have. They can do that by elevating the customer experience.

This unit includes new material examining the impact of social networking on customer behaviour and the emotional connection customers have with the brand, explaining how you can create a memorable customer experience. It provides is an essential guide to creating excellent customer service that will not only satisfy your customers and prompt

orders, but also cement customer relationships and develop loyalty... and thus increase profits.

Leaners will find out what really goes through a customer's mind when they look to purchase a product or service, and what might turn them away without one even realising it. If one has to handle complaints or problem solve they will be shown a robust and systematic approach to reduce these occurrences. In servicing the customer one will often need to get cooperation from others within the organisation, be it members of the team or those in other departments. Every aspect of the customer care process is included in this unit: understand what the customer wants, not what you think they want; stop losing business and gain market share; motivate team members to offer a value added service to customers; improve the level of service offered; get a better level of service from internal customers and build long term relationships with customers and suppliers.

Perfect customer care provides companies big and small with the answers to some of the most important business questions facing us today. Customers don't come back with those valuable repeat orders unless you show them you care about their satisfaction. That means showing them you know how to look after them, how to provide what they want -- plus that little bit extra. Everyone in the firm, from the boss to the receptionist, must play a part in converting each new customer into a thoroughly satisfied client whose future orders will drive the continuing success.

Learning Outcomes

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

- 1. Identify the fundamentals of customer care, who are the customers and the customer needs.*
- 2. Recognise the importance of effective customer care skills for building long-term customer relationships.*
- 3. Manage customer complaints, problem solving and quality improvement for a customer care excellence strategy.*
- 4. Measure customer focus in customer care by setting standards through continuous performance monitoring and adjustment.*

CDKSK-402-2104: Community Social Responsibility

Unit Level (MQF/EQF): 4

Credits: 2

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 50

Unit Description

This unit focuses on Community Social Responsibility and provides an opportunity for learners to better understand themselves and the others and to establish goals in life. Community social responsibility enables learners to understand their strengths and areas for improvement and prepares them for life, employment and to become active citizens in society.

Moving away from traditional delivery of other units, learners will be empowered to take ownership of their learning process. Hence, community social responsibility will be delivered through a combination of workshops, small-group sessions with mentors and various opportunities to reflect.

The set of sessions will tackle community social responsibility skills and will mostly focus on the self, the ability to work independently and important values in life. The second set of sessions will address interpersonal skills and will focus on working with others, dealing with diversity and conflicts. Furthermore, at the end of the sessions, the learners will be introduced to the importance of active citizenship in life.

Learning Outcomes

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

1. *Identify personal goals through self-reflection.*
2. *Evaluate how collaboration with others can be more effective.*
3. *Explain the importance of giving and receiving feedback.*
4. *Contribute actively to make a difference in society.*

CDKSK-404-1915: Employability and Entrepreneurial Skills

Unit Level (MQF/EQF): 4

Credits: 4

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 100

Unit Description

This unit complements the vocational and key skill units at Level 4 and provides an opportunity for learners to enhance their employability and entrepreneurial skills.

Quite often, learners tend to focus most on technical skills and competences required in a certain trade which enable them to access employment. On the other hand, employers expect employees to be appropriately skilled to follow instructions, take initiative, work effectively in a team, take a lead when necessary and more. In view of this the unit starts with an introduction to the 4th industrial revolution and proceeds to the transversal skills necessary to find employment, retain employment and advance at the place of work. Learners will be able to highlight their strengths and identify the areas that require improvement.

The rest of the unit focuses on entrepreneurial skills, a skill which is one of the most important transversal skills identified by UNESCO. Learners are introduced to methods which can be used to generate new and innovative business ideas and methods which help them evaluate ideas and choose the most feasible. Furthermore, learners will cover the various stages of product and/or service development, including market analysis, processes, pricing strategy, promotion and resources required.

Learners will work in a small team and by the end of the unit they will have the opportunity to develop a business idea which is commercially viable. Furthermore, they will present the idea to prospective investors/stakeholders.

CDKSB-406-1906: Il-Malti Applikat għas-Settur Kummerċjali

Il-Livell tal-Unità: (MQF/EQF): 4

L-Għadd ta' Kreditu: 6

Mod ta' Tagħlim: Preżenti

Total ta' Sigħat ta' Tagħlim: 150

Ir-Razzjonal

Lingwistikament Malta dejjem aġġornat ruħha mal-ħtigijiet tal-Ewropa u l-Mediterran. Bl-avvanz fit-teknoloġija Malta ma baqgħetx iżolata mill-bqija tad-dinja, iżda wieħed jista' jgħid li d-dinja saret villaġġ wieħed. Is-sħubija ta' Malta bħala membru sħiħ tal-Unjoni Ewropea f'Mejju tal-2004 reġgħet qajmet, filwaqt li kkonfermat l-impjanza tal-ilsien Malti kemm f'kuntest lokali kif ukoll dak internazzjonali. Għaldaqstant l-iskop ta' din l-unità huwa li jħejji lill-istudenti bl-aħjar mod sabiex ikunu jistgħu jużaw il-lingwa Maltija b'mod tajjeb f'kull aspett tal-ħajja b'enfasi fuq is-settur kummerċjali.

Mat-tmiem ta' din l-unità, l-istudenti jkunu żviluppaw kif japplikaw firxa wiesgħa ta' kompetenzi lingwistiċi billi jkunu esperjenzaw attivitajiet lingwistiċi li jinvolvu l-ipproċessar u l-produzzjoni ta' testi ġeneriċi u tekniċi bil-Malti, l-interazzjoni ta' taħdit u diskors ma' klijenti varji, filwaqt li japplikaw dawk l-istrategiji meħtieġa fil-ħajja vokazzjonali tagħhom f'Malta. Għaldaqstant l-istudenti jkunu mgħammra b'dawk l-abbiltajiet meħtieġa għall-ħajja, kemm mil-lat akkademiku kif ukoll minn dak marbut mad-dinja immedjata tax-xogħol.

L-Għanijiet tat-Tagħlim

Biex l-istudenti jiksbu din l-unità jridu juru li kapaċi:

1. *Jaqraw testi tekniċi b'mod effettiv u effiċjenti filwaqt li jkabbbru l-għarfien tagħhom fuq is-suġġett vokazzjonali;*
2. *Jifhmu informazzjoni pprezentata b'mod orali fil-forma ta' diskussjonijiet, taħditiet u prezentazzjonijiet;*
3. *Jirrappurtaw informazzjoni b'mod dettaljat u koerenti filwaqt li juru għarfien tas-suġġett magħżul permezz tal-kitba;*
4. *Jitkellmu b'mod adegwat għal dan il-livell filwaqt li juru għarfien tas-suġġett magħżul permezz ta' prezentazzjonijiet orali.*