

## Applying for this Course:

To apply for this course you should be 16 years of age or older and have a MQF Level 1 in Maths and English Language or MQF Level 2 Vocational Education Training Award in Employability Skills. If you do not have these qualifications but possess other qualifications or relevant experience, kindly contact us on [ga.jobsplus@gov.mt](mailto:ga.jobsplus@gov.mt), stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience. Alternatively, you can send the requested information by post addressed to: Quality Assurance Unit, Jobsplus Training Complex, Triq Birżebbuġa, Ғal Far BBG3000.

## On successful completion of the Vocational Education and Training Award in Life Skills for the Work Environment, the learner will be able to:

- ✓ Be responsible for applying identified learning skills and learning styles to improve one's own learning and to facilitate communication with others
- ✓ Be responsible for one's time management skills by putting in place learnt and proven routines
- ✓ Ensure improvement of self-esteem and self-confidence by following practised strategies and utilising established support
- ✓ Ensure application of assertive principles and approaches
- ✓ Monitor one's development of emotional and social intelligence
- ✓ Develop motivational skills that support work ethical practices and standards
- ✓ Ensure effective use of decision-making and problem-solving skills by applying proven practised approaches
- ✓ Collaborate with customers by understanding the relationship between sales and marketing to provide for their exigencies
- ✓ Carry out tasks using the ethical and productive principles of delegation
- ✓ Collaborate effectively within a team
- ✓ Ensure to exercise learnt interpersonal communicative skills
- ✓ Manage verbal and non-verbal communication skills
- ✓ Be responsible for applying principles of customer care in a given context
- ✓ List the benefits of creating loyal customers
- ✓ List common traits of organizations with strong customer service
- ✓ Identify the downfalls of customer dissatisfaction
- ✓ Identify the fundamental requirements for customer loyalty
- ✓ Identify the qualities that make up a memorable service

**The National Commission for Further and Higher Education (NCFHE) deems this certificate to be at Level 3 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 4 ECVET points are assigned.**