

Applying for this Course:

To apply for this course you should be 16 years of age or older and hold at least 'O' Level passes in Mathematics, English and Maltese. If you do not have these qualifications but possess other qualifications or relevant experience, kindly contact us on qa.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 Office Procedures, the learner will be able to:

- ✓ Receive incoming and send outgoing communications, effectively through electronic mail, letters, forms, telephone, fax and courier
- ✓ Collaborate with other staff members in a professional way and through effective means of communication
- ✓ Understand a company's organizational structure
- ✓ Carry out tasks using the different forms of ergonomics, at the workplace
- ✓ Ensure safe working practices are being implemented at the place of work
- ✓ Implement waste reduction, re-use and re-cycling initiatives within the office environment
- ✓ Communicate effectively when using the telephone and answering machines
- ✓ Devise and complete letters, forms, memos and other mail, in an effective manner
- ✓ Deal with customer's queries and/or complaints effectively
- ✓ Ensure to safeguard information and maintain confidentiality, when handling personal data
- ✓ Use simple stock control procedures for purchasing, storing and supplying office stationery and supplies, in an effective manner
- ✓ Complete and calculate invoice forms with ease and accuracy
- ✓ Manage the use of different media channels, so as to effectively market and promote the company's image and brand
- ✓ Process petty cash account information, payments and vouchers with diligence and dedication
- ✓ Operate an efficient filing system
- ✓ Sort, handle and store documents in a safe and diligent manner
- ✓ Conform to Data Protection Regulations, so that confidential information is safely maintained and secured
- ✓ Carry out tasks using different internal and external sources of information
- ✓ Use different computer hardware systems present in a standard office environment in an efficient manner and carry out office tasks effectively, by ensuring the correct equipment is being used
- ✓ Produce good photocopies and ensure to avoid waste
- ✓ Keep office equipment safe and secure and manage it efficiently to optimize energy savings
- ✓ Report general maintenance, damages and/or faults, made to office equipment, if and when needed
- ✓ Comply with the different methods typically used for controlling costs within an organisation
- ✓ Understand the key differences between formal and informal meetings and plan different types of meetings with ease and efficiency
- ✓ Schedule meetings, by taking into consideration the different types of committees
- ✓ Comply with the duties and responsibilities involved in organising a meeting and hosting guests/visitors
- ✓ Acquire all the necessary documentation in connection to scheduling meetings
- ✓ Process different travel documentation for validation purposes

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 6 ECVET points are assigned.