

Vocational Education and Training Award in Office Procedures

Applying for this course:

To apply for this course, you should be 16 years of age or older and hold at least an 'O' Level pass 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, Ħal Far BBG3000.

Course Duration

This course is of 118 hours duration and consists of six Modules:

- Module 1 is of 17 hours duration - (including 1-hour assessment)
- Module 2 is of 17 hours duration - (including 1-hour assessment)
- Module 3 is of 17 hours duration - (including 1-hour assessment)
- Module 4 is of 17 hours duration - (including 1-hour assessment)
- Module 5 is of 25 hours duration - (including 1-hour assessment)
- Module 6 is of 25 hours duration - (including 1-hour assessment)

General pedagogical guidelines and procedures for this course:

The delivery of this course will be mainly held through a series of discussions and hands-on exercises. The trainer will also be holding lessons with the learners which will consist of various presentations and case studies.

General assessment policy and procedures for this course:

The learner will be assessed through an ongoing assessment for learning by way of oral, written or practical exercises that will take place throughout each module, to assess and consolidate the learning being covered.

Module 1 Learning Outcomes – The Workplace

✓ Be responsible for receiving incoming and sending outgoing communications, effectively through electronic mail	✓ Ensure a good level of understanding is gained on a company's organizational structure
✓ Understand concepts of online communities, communication and emails	✓ Carry out tasks using the different forms of ergonomics, at the workplace
✓ Send, receive emails and manage email settings	✓ Ensure safe working practices are being implemented at the place of work
✓ Organise and search emails and use calendars effectively	✓ Be responsible for implementing waste reduction, re-use and re-cycling initiatives within the office environment
✓ Manage the use of different media channels, so as to effectively market and promote the company's image and brand	

Module 1 Assessment: The assessment paper will be divided into 3 sections:

- Section A – multiple choice questions, which all need to be answered.
- Section B – short answer questions
- Section C – long answer question.

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Module 2 Learning Outcomes – Effective Communication

<ul style="list-style-type: none">✓ Ensure effective communication, when using the telephone and answering machines✓ Deal with customer's queries and/or complaints effectively✓ Collaborate with other office staff members, through effective means of communication✓ Be responsible for devising and completing letters, forms, memos and other mail, in an effective manner✓ Create and edit small-sized word processing documents that will be ready to share and distribute	<ul style="list-style-type: none">✓ Apply different formats to documents to enhance them before distribution and recognize good practice in choosing the appropriate formatting options✓ Insert tables and images into documents✓ Prepare documents for mail merge operations✓ Adjust document page settings and check and correct spelling before finally printing and/or sending out documents
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Module 2 Assessment: The assessment paper will be divided into 2 sections:

- Section A – multiple choice questions
- Section B – short answer questions
- Section C – long answer question

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Module 3 Learning Outcomes – Filing and Record Handling Techniques

<ul style="list-style-type: none">✓ Enter data into cells and use good practice in creating lists. Select, sort, copy, move and delete data accordingly✓ Edit rows and columns in a worksheet. Copy, move, delete and rename worksheets appropriately✓ Create basic mathematical and logical formulas using standardised spreadsheet functions. Use good practice in formula creation and recognise error values in formulas✓ Format numbers and text content in a spreadsheet✓ Choose, create and format charts to communicate information meaningfully✓ Operate an effective filing system	<ul style="list-style-type: none">✓ Adjust spreadsheet page settings and check and correct spreadsheet content before finally printing spreadsheets✓ Sort, handle and store documents in a safe and diligent manner✓ Deal with sorting and processing of information, in an effective manner✓ Comply with DPA regulations, so that confidential information is safely maintained and secured✓ Carry out tasks using different internal and external sources of information.
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Module 3 Assessment: The assessment paper will be divided into 2 sections:

- Section A – multiple choice questions.
- Section B – short answer questions
- Section C – long answer question

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Module 4 Learning Outcomes – Office Procedures and Technologies

<ul style="list-style-type: none">✓ 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	<ul style="list-style-type: none">✓ Process petty cash account information, payments and vouchers with diligence and dedication✓ Comply with the different methods typically used for controlling costs within an organisation
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Module 4 Assessment: The assessment paper will be divided into 2 sections:

- Section A – multiple choice questions
- Section B – short answer questions
- Section C – long answer question

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Module 5 Learning Outcomes– Manage Office Supplies and Equipment

<ul style="list-style-type: none">✓ Use different computer hardware systems present in a standard office environment in an efficient manner✓ Use the correct function and/or feature of a photocopier when making copies✓ Produce good photocopies and ensure to avoid waste✓ Carry out office tasks effectively, by ensuring the correct equipment is being used	<ul style="list-style-type: none">✓ Keep office equipment safe and secure✓ Manage office equipment efficiently to optimize energy savings✓ Be responsible for reporting general maintenance, damages and/or faults, made to office equipment, if and when needed
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Module 5 Assessment: The assessment paper will be divided into 2 sections:

- Section A – multiple choice questions
- Section B – short answer questions
- Section C – long answer question

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Module 6 Learning Outcomes– Appointment Bookings – Meetings and Travel

<ul style="list-style-type: none">✓ Understand the key differences between formal and informal meetings✓ 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	<ul style="list-style-type: none">✓ Acquire all the necessary documentation in connection to scheduling meetings✓ Use relevant sources of information for accurate planning✓ Process different travel documentation for validation purposes✓ Plan itineraries effectively, by taking into account various internal and external constraints
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Module 6 Assessment: The assessment paper will be divided into 2 sections:

- Section A – multiple choice questions
- Section B – short answer questions
- Section C – long answer question

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

The Malta Further and Higher Education Authority (MFHEA) 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.