

## Award in Office Administration

### Applying for this course:

This course is intended for individuals who must be 15 years of age (subject they have completed compulsory schooling) and older in order to attend the course. Learners who have successfully achieved certification in English language MQF Level 2 and persons holding an ECDL/ICDL certification will be exempt from the modules which are exit awards in the course.

Persons with no formal qualifications but who have at least one year experience working in an office will be eligible for this course. 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.

### Course Duration

This course is of 239 hours duration and consists of eight Modules:

- Module 1 is of 30 hours duration - (including 4 hours of assessment)
- Module 2 is of 21 hours duration - (including 3 hours of assessment)
- Module 3 is of 36 hours duration - (including 3 hours of assessment)
- Module 4 is of 20 hours duration - (including 3 hours of assessment)
- Module 5 is of 20 hours duration - (including 2 hours of assessment)
- Module 6 is of 20 hours duration - (including 2 hours of assessment)
- Module 7 is of 22 hours duration - (including 2 hours of assessment)
- Module 8 is of 70 hours duration - (including 4 hours of 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 ongoing assessments for learning by way of oral, written or practical exercises and written assessments that will take place throughout each module, to assess and consolidate the learning being covered.

### Module 1 Learning Outcomes – **Organisation & Structure**

- ✓ Demonstrate knowledge of the different types of Organisations (e.g. corporations, governments, NGO's etc.) and the industries they operate in;
- ✓ Demonstrate knowledge of different sizes of organisations;
- ✓ Create examples of different types of organisational structures; and organisational charts;

- ✓ Demonstrate application of the appropriate roles of staff within the principal departments of an organisation and the type of administrative functions in accordance with standard operating procedures (e.g. administration clerk, HR clerk, Quality Control clerk, Customer Service clerk etc.);

<ul style="list-style-type: none"> <li>✓ Demonstrate knowledge of the different types of industry sectors (e.g. Primary, Secondary, Tertiary, Quaternary &amp; Quinary);</li> <li>✓ Demonstrate knowledge of different types of businesses (sole trader, partnership, limited company, public limited company);</li> <li>✓ Apply knowledge of Organisational Culture and interact responsibly within an organisational structure;</li> <li>✓ Apply the factors that make up organisational culture;</li> <li>✓ Apply the functions, roles and responsibilities related to different departments within an organisation (e.g. Production, R&amp;D Operations, Purchasing, Sales &amp; Marketing, Human Resources Management, Accounting &amp; Finance and Distribution);</li> <li>✓ Deal with the rationale for departmentalisation (functional, product, customer and location);</li> <li>✓ Apply principles of good practice when drawing up documents related to employment /termination contracts;</li> </ul>	<ul style="list-style-type: none"> <li>✓ Apply principles of good practice when applying data protection provision to different aspects of an employment relationship;</li> <li>✓ Demonstrate knowledge of the rights and entitlements that workers should have;</li> <li>✓ Demonstrate knowledge of sourcing, negotiating terms, purchasing items, receiving and inspecting goods as necessary and keeping records of all the steps in process;</li> <li>✓ Apply appropriate work ethics and etiquette;</li> <li>✓ Apply the appropriate work ethics for a business;</li> <li>✓ Demonstrate knowledge of the qualities required for employees to have a strong work ethic;</li> <li>✓ Apply appropriate work ethics when remote working;</li> <li>✓ Apply the principles of good importance of ergonomics in an office environment (e.g. posture, manual handling, electrical hazards, RSI, eye care);</li> <li>✓ Be responsible for implementing waste reduction, re-use and re-cycling initiatives within the office environment.</li> </ul>
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**Module 1 Assessment:**

- The learner will also undergo a number of ongoing assessments for learning by way of oral exercises, quizzes, role/plays, research paper, multiple choice exercises which will take place throughout the entire module. This assessment will carry a total of 40% of the total mark.
- A written assessment where the learner will be assessed through a variety of practical assessments e.g. a case study, creating an agenda/organisational chart, etc. This assessment will carry a total of 60% of the total mark.

Trainees are required to obtain a pass mark of 45% in both the Ongoing Assessment and the Written Assessment.

## Module 2 Learning Outcomes – Office Procedures, Systems & Operations

<ul style="list-style-type: none"><li>✓ Operate the various types of equipment used in an office working environment (e.g. filing cabinets, computers, printers, scanners etc.) efficiently;</li><li>✓ Apply efficient storage and retrieval of information procedures;</li><li>✓ Operate different filing system methods/procedures (e.g. alphabetic, numerical, geographic etc) efficiently;</li><li>✓ Operate an efficient filing system;</li><li>✓ Operate the different types of IT equipment used in an office setting;</li><li>✓ Apply principles of best practice when using IT to assist internal and external communication requirements;</li></ul>	<ul style="list-style-type: none"><li>✓ Apply principles of best practice when using IT equipment to integrate with current and potential customers;</li><li>✓ Apply principles of best practice when managing social media profiles and websites;</li><li>✓ Apply principles of good practice when carrying out computer hardware maintenance;</li><li>✓ Apply principles of good practice when managing e-commerce and e-business;</li><li>✓ Operate electronic filing systems effectively and ensure the security of electronic documents.</li></ul>
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### Module 2 Assessment:

1. The learner will also undergo a number of ongoing assessments for learning by way of oral exercises, quizzes, role/plays, research paper, multiple choice exercises which will take place throughout the entire module. This assessment will carry a total of 40% of the total mark.
2. The learner will be assessed through a written assignment in the form of multiple-choice questions and short answer questions, which will assess his/her grasp of the material discussed in class and any further material explored during self-study. This assessment will carry a total of 60% of the total mark.

Trainees are required to obtain a pass mark of 45% in both the Ongoing Assessment and the Written Assessment.

## Module 3 Learning Outcomes – Office Applications

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| <ul style="list-style-type: none"><li>✓ Practice working with documents and saving them in different formats, locally or on the cloud;</li><li>✓ Demonstrate the ability of using available help resources, shortcuts and the go to tool to enhance productivity;</li><li>✓ Create and edit word processing documents that will be ready to share and distribute;</li><li>✓ Insert tables, pictures and drawn objects into documents;</li><li>✓ Apply different formats and styles to enhance documents and recognise good practice in choosing the appropriate options;</li><li>✓ Prepare documents for mail merge operations;</li><li>✓ Adjust document page settings and checking and correcting spelling before printing;</li><li>✓ Practice working with presentations and saving them in different formats, locally or on the cloud;</li><li>✓ Demonstrate proficiency using available help resources to enhance productivity;</li><li>✓ Apply principles of good practice when applying unique titles to slides and creating consistent slide content by using the master slide;</li><li>✓ Demonstrate proficiency when entering, editing and formatting text and tables in presentations;</li><li>✓ Demonstrate proficiency when inserting, editing, and aligning pictures and drawn objects;</li></ul> | <ul style="list-style-type: none"><li>✓ Apply animation and transition effects to presentations, and checking and correcting presentation content before printing and presenting;</li><li>✓ Work with spreadsheets and save them in different file formats, locally or in the cloud;</li><li>✓ Practice copying, moving, deleting, and appropriately renaming worksheets;</li><li>✓ Practice selecting, sorting and copying, moving and deleting data;</li><li>✓ Practice editing rows and columns in a worksheet;</li><li>✓ Create mathematical and logical formulas using standard spreadsheet functions;</li><li>✓ Apply good practice in formula creation and recognising error values in formulas;</li><li>✓ Demonstrate proficiency when formatting numbers and text content in a spreadsheet and using available autoformat / table styles;</li><li>✓ Adjusting spreadsheet page settings and checking and correcting spreadsheet content before printing;</li><li>✓ Apply good practice when using available help resources, shortcuts and the go-to tool to enhance productivity;</li><li>✓ Manage calendars and tasks to enhance team coordination and effectiveness;</li><li>✓ Apply the appropriate collaborative tools to communicate through conversations, meetings and webinars;</li><li>✓ Practice the use of appropriate collaborative tools to store and share information, generate ideas, and create outputs.</li></ul> |
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### Module 3 Assessment:

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. The learners will also be given a mock test prior to the actual assessment. A summative assessment will be held at the end of the unit. This will take the form of an online assessment based on multiple choice questions and simulations. This assessment will be on a Pass/Fail basis. The duration of this assessment is of 45 minutes and the pass mark is that of 75%. The final assessment is carried out in one of the computer labs since the assessment needs to be conducted on a PC.

For those who successful complete this module, a separate certificate will be issued.

## Module 4 Learning Outcomes – Financial Planning

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| <ul style="list-style-type: none"><li>✓ Apply principles of good practice in basic bookkeeping methods;</li><li>✓ Demonstrate the ability to record transactions in the appropriate ledgers;</li><li>✓ Apply good principles of good practice in the procurement processes;</li><li>✓ Apply good principles of good practice in cost control techniques;</li><li>✓ Apply good principles of good practice in stock control procedures for storing and recording inventory levels;</li><li>✓ Apply principles of good practice when drawing up types of invoices and receipts;</li></ul> | <ul style="list-style-type: none"><li>✓ Operate a petty cash account from information supplied, including petty cash vouchers;</li><li>✓ Balancing petty cash accounts using the imprest system;</li><li>✓ Apply principles of good practice when calculating sales tax, trade discount, cash discount, price etc on invoices and credit notes;</li><li>✓ Apply principles of good practice when recording information to be used by HR department and Payroll.</li></ul> |
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### Module 4 Assessment:

1. The learner will also undergo a number of ongoing assessments for learning by way of oral exercises, quizzes, role/plays, research paper, multiple choice exercises which will take place throughout the entire module. This assessment will carry a total of 40% of the total mark.
2. The learner will be assessed through a written assignment in the form of multiple-choice questions and short answer questions, which will assess his/her grasp of the material discussed in class and any further material explored during self-study. This assessment will carry a total of 60% of the total mark.

Trainees are required to obtain a pass mark of 45% in both the Ongoing Assessment and the Written Assessment.

## Module 5 Learning Outcomes– Organising, conducting effective Meetings/Events & Travel Arrangements

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| <ul style="list-style-type: none"><li>✓ Demonstrate proficiency in knowing the key differences between formal and informal meetings;</li><li>✓ Use the correct documentation required in connection with the relevant meeting e.g. notice, agenda, Chairperson's agenda and brief minutes or reports;</li><li>✓ Apply principles of good practice when planning a formal meeting;</li><li>✓ Apply principles of good practice to conduct a formal meeting;</li><li>✓ Apply principles of good practice to conduct an informal meeting;</li></ul> | <ul style="list-style-type: none"><li>✓ Apply principles of good practice when organising an itinerary for a business trip taking into account international time and climatic differences, time available, budget, etc;</li><li>✓ Demonstrate competence when handling different travel documentation e.g. passports, visas, health certificates, insurance, foreign currency etc.</li><li>✓ Apply principles of good practice to organise a company event;</li><li>✓ Apply principles of good practice to organise training activities;</li></ul> |
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<ul style="list-style-type: none"> <li>✓ Apply principles of good practice to chair a meeting;</li> <li>✓ Apply principles of good practice to host an online meeting;</li> </ul>	<ul style="list-style-type: none"> <li>✓ Demonstrate principles of good practice when applying problem solving and group decision-making models.</li> </ul>
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**Module 5 Assessment:**

1. The learner will also undergo a number of ongoing assessments for learning by way of oral exercises, quizzes, role/plays, research paper, multiple choice exercises which will take place throughout the entire module. The purpose of this assessment for learning will be to review and consolidate the learning being covered. This assessment will carry a total of 40% of the total mark.
2. A written assessment where the learner will be assessed through a variety of practical assessments e.g., a case study where trainees need to organize a company event/a meeting/a trip and explain how to carry out the necessary steps, drawing up an agenda, taking minutes, or a practical role-play practicing hosting an online meeting/ chairing of a meeting etc. This assessment will carry a total of 60% of the total mark.

Trainees are required to obtain a pass mark of 45% in both the Ongoing Assessment and the Written Assessment.

**Module 6 Learning Outcomes– Soft Skills**

<ul style="list-style-type: none"> <li>✓ Apply interpersonal skills to work more effectively both independently and collectively in a team;</li> <li>✓ Communicate effectively with colleagues;</li> <li>✓ Demonstrate the ability to distinguish which communication methods should be adopted;</li> <li>✓ Apply principles of good practice of different types of communication (verbal, written, visual, non-verbal) effectively;</li> <li>✓ Apply principles of good practice of effective communication and barriers to effective communication;</li> <li>✓ Demonstrate ways to improve one’s communication skills;</li> <li>✓ Demonstrate self-motivation;</li> <li>✓ Apply principles of good practice for collaboration and teamwork;</li> </ul>	<ul style="list-style-type: none"> <li>✓ Apply principles of good practices when working independently and as part of a team;</li> <li>✓ Apply principles of good practice when working in a multi-cultural environment;</li> <li>✓ Apply principles of good practice when adopting, planning and organizing;</li> <li>✓ Apply principles of good practice when adopting time management skills, multi-tasking skills, stress management skills and delegation skills.</li> </ul>
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**Module 6 Assessment:**

1. The learner will also undergo a number of ongoing assessments for learning by way of oral exercises, quizzes, role/plays, research paper, multiple choice exercises which will take place throughout the entire module. The purpose of this assessment for learning will be to review and consolidate the learning being covered.

Trainees are required to obtain a pass mark of 45%.

### Module 7 Learning Outcomes– Verbal & Written Communication Skills

<ul style="list-style-type: none"><li>✓ Apply principles of best practice to deliver an efficient customer service;</li><li>✓ Apply principles of best practice to deliver efficient customer care;</li><li>✓ Apply principles of best practice when delivering different elements of customer service handling;</li><li>✓ Apply essential communication techniques communicating with customers or internal and external stakeholders so as to portray a professional image;</li><li>✓ Apply best practices when communicating by telephone with internal and external stakeholders in the workplace;</li></ul>	<ul style="list-style-type: none"><li>✓ Apply best practices when drawing up various forms of written communication with regards to style and format;</li><li>✓ Apply best practices when composing e-mails;</li><li>✓ Compose appropriately written reports, memos, minutes etc.</li><li>✓ Compose grammatically correct business correspondence with correct spelling and punctuation;</li><li>✓ Apply principles of good practice when organising an itinerary for a business trip taking into account international time and climatic differences, time available, budget, etc.</li></ul>
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#### Module 7 Assessment:

1. The learner will also undergo a number of ongoing assessments for learning by way of oral exercises, quizzes, role/plays, multiple choice exercises, practical role-play exercises on telephone, handling customer complaints etc. which will take place throughout the entire module. This assessment will carry a total of 40% of the total mark.
2. A written assessment where the learner will be assessed through a variety of practical assessments e.g. multiple-choice exercises, writing letters, reports, memos etc., This assessment will carry a total of 30% of the total mark.
3. The learners will be grouped and asked to deliver a 7 – 10 minute presentation to demonstrate their ability to communicate effectively. The topic of the presentation will be chosen beforehand in agreement between the trainees and the trainer. The marks will be allocated on the basis of: Delivery (body language, eye contact, clarity, tone of voice, communication skills); Flow and Structure (easy to follow, logical); Content (knowledge and relevance of subject, ability to explain key terms); Use of visual Aids (PowerPoint presentation, handouts or other aids relevant to content); This assessment will carry a total of 30% of the total mark.

Trainees are required to obtain a pass mark of 45% in each Assessment.

<ul style="list-style-type: none"> <li>✓ Practice the correct use of the Present Simple and Present Continuous Tense when speaking and writing;</li> <li>✓ Demonstrate the correct use of the Past Simple and Past Continuous Tense when speaking and writing;</li> <li>✓ Demonstrate the correct use of the Present Perfect Tense, Present Perfect Continuous and Past Perfect Tense when speaking and writing;</li> <li>✓ Demonstrate the correct use of the future forms when speaking and writing;</li> <li>✓ Apply the correct adverbs of time and frequency including word order when speaking and writing;</li> <li>✓ Apply the correct quantifiers and conjunctions when speaking and writing;</li> <li>✓ Apply the correct relative pronouns when speaking and writing;</li> <li>✓ Practice the correct linking words showing cause and effect, opposition, contrast and addition in written and spoken format;</li> <li>✓ Practice the correct use of common stative verbs;</li> <li>✓ Practice the correct use of the correct verb patterns when speaking and writing;</li> </ul>	<ul style="list-style-type: none"> <li>✓ Apply the correct modal auxiliary verbs depending on the meaning when speaking and writing;</li> <li>✓ Practice the correct use of the Passive voice;</li> <li>✓ Practice the use of reported statements, questions, commands, requests, offers and demands using the appropriate lexis and tense in written and spoken form;</li> <li>✓ Practice the correct use of conditional structures (Zero, 1<sup>st</sup> and 2<sup>nd</sup> Conditional) when speaking and writing;</li> <li>✓ Demonstrate understanding of the difference in meaning when using multi-word verbs (Types 1, 2, 3 &amp; 4) which have literal or idiomatic meanings;</li> <li>✓ Demonstrate proficiency in extracting essential information derived from texts, leaflets, brochures, advertisements, etc;</li> <li>✓ Compose letters replying to advertisements, and a report; and simple connected texts on topics which are familiar and of personal interest.</li> </ul>
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**Module 8 Assessment:**

1. The learner will also undergo a number of ongoing assessments for learning by way of oral exercises, quizzes, role/plays, multiple choice exercises which will take place throughout the entire module. The purpose of this assessment for learning will be to review and consolidate the learning being covered. This assessment will carry a total of 40% of the total mark.
2. **Written Exam:** 30% of the total marks. At the end of the module participants will be required participants will be required to work out grammar exercises and write out a short paragraph.
3. **Oral exam - 30%** of the total marks. Participants will be required to sit for an oral exam whereby they are first given a few minutes to introduce themselves; they are then given a picture/photo and are asked to describe what the picture/photo illustrates. The examiner can ask them further



questions related to the photo. In the last part of the exam the examiner asks further questions related to the topic being discussed in the photo/picture, in order to engage the trainee in further conversation.

Learners must obtain a pass mark in each assessment in order to achieve certification.

Pass mark for the Ongoing assessment is 18/40

Pass mark for the Summative assessment is 27/60

The Malta Further and Higher Education Authority (MFHEA) deems this certificate to be at Level 4 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 12 ECTS points are assigned.