

## Vocational Education and Training Award in Life Skills for the Work Environment

### 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 Birzebbuga, Ħal Far BBG3000.

### Course Duration

This course is of 54 hours duration and consists of two Modules:

- Module 1 is of 27 hours duration - (including 1-hour assessment)
- Module 2 is of 27 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, case studies and role-play situations

### 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 the entire unit, to assess and consolidate the learning being covered. Learners will be assessed through delivering a short presentation in class and by completing a reflective diary.

### Module 1 Learning Outcomes – Personal and Social Skills

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| <ul style="list-style-type: none"><li>✓ Be responsible for applying identified learning skills and learning styles to improve one's own learning and to facilitate communication with others</li><li>✓ Be responsible for one's time management skills by putting in place learnt and proven routines</li><li>✓ Ensure improvement of self-esteem and self-confidence by following practised strategies and utilising established support</li><li>✓ Ensure application of assertive principles and approaches</li></ul> | <ul style="list-style-type: none"><li>✓ Develop motivational skills that support work ethical practices and standards</li><li>✓ Ensure effective use of decision-making and problem-solving skills by applying proven practised approaches</li><li>✓ Carry out tasks using the ethical and productive principles of delegation</li><li>✓ Collaborate effectively within a team</li><li>✓ Monitor one's development of emotional and social intelligence</li></ul> |
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### Module 1 Assessment:

Learner will need to write two journal entries on anything covered during the module. This will have a total of 50% of the global mark. The learner will also need to prepare a short presentation on the journal entries written and present it to the class. This will have a total of 50% of the global mark. The learner needs to obtain 45% from both the journal entries and the presentation.

### Module 2 Learning Outcomes – Customer Care Skills

<ul style="list-style-type: none"><li>✓ Ensure to exercise learnt interpersonal communicative skills</li><li>✓ Manage verbal and non-verbal communication skills</li><li>✓ Be responsible for applying principles of customer care in a given context</li><li>✓ List the benefits of creating loyal customers</li><li>✓ List common traits of organizations with strong customer service</li></ul>	<ul style="list-style-type: none"><li>✓ Identify the downfalls of customer dissatisfaction</li><li>✓ Identify the fundamental requirements for customer loyalty</li><li>✓ Identify the qualities that make up a memorable service</li><li>✓ Collaborate with customers by understanding the relationship between sales and marketing to provide for their exigencies</li></ul>
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### Module 2 Assessment:

Learner will need to write two journal entries on anything covered during the module. This will have a total of 50% of the global mark. The learner will also need to prepare a short presentation on the journal entries written and present it to the class. This will have a total of 50% of the global mark. The learner needs to obtain 45% from both the journal entries and the presentation.

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 4 ECTS points are assigned.