



**MCAST**

**MQF Level 4**

**BC4-A6-21**

**Advanced Diploma in Administrative and Secretarial  
Studies**

**Programme Outline**

## **Course Description**

The MCAST Advanced Diploma in Administrative and Secretarial Studies is a two-year programme designed to enable participants to understand the key areas of administration, administrative services, office equipment and supplies, routine procedures, standards and the work environment. It is also designed to provide students with the possibility of opting to delve deeper into one of a number of specific areas, namely Medical Secretaries and Legal Secretaries, as well as an application of Italian and French within a business related usage. The course aims to prepare students for secretarial jobs within Government Departments, Agencies, Local Councils, Parastatal Organisations and Private Industry, as well as for occupying an administrative role within the office or to work in project administration

## **Programme Learning Outcomes**

At the end of the programme the learner will be able to:

- 1. Understand the key areas of administration and services and supplies.*
- 2. Use appropriate office equipment, routine procedures and standards.*
- 3. Take notes as well as transcribe business documents from a printed or handwritten copy to a suitable business standard.*
- 4. Communicate in different ways on the workplace.*

## **Entry Requirements**

MCAST Diploma in Business

or MCAST Diploma in Postal Services

or 4 SEC/O-Level/SSC&P (Level 3) passes Compulsory: Maltese and English Language,  
Preferred: Mathematics

Students opting for the Medical Stream need to be in possession of a:

MCAST Diploma in Health and Social Care with at least 4 units at Grade B or better

or 4 SEC/O Level/SSC&P (Level 3) passes

Compulsory: Maltese, English Language and One subject from Chemistry, Physics,  
Biology, Preferred: Mathematics



## **Current Approved Programme Structure**

<b>Unit Code</b>	<b>Unit Title</b>	<b>ECVET/ECTS</b>	<b>Year</b>
BCOFF-412-1503	Business and Office Administration	12	1
BCOFF-406-1504	Meeting Techniques	6	1
BCBST-412-1508	Business Practice	12	1
BCLGE-412-1503	English for Business	12	1
BCOFF-406-1507	Personal Effectiveness in the Office Environment	6	1
CDKSB-406-1906	Il-Malti Applikat għas-Settur Kummerċjali	6	1
BCICT-406-1504	Advanced Administrative IT Applications (Word and Database)	6	2
BCICT-406-1505	Advanced Administrative IT Applications (Spreadsheets and PowerPoint)	6	2
BCACC-406-1505	Bookkeeping and Accounts	6	2
BCCMR-406-2101	Customer Care	6	2
BCSEC-412-1501	The Legal Secretary's Environment*	12	2
BCSEC-412-1502	Anatomy and Physiology in the Medical Secretaries Environment*	12	2
BCLGE-412-1504	French for Business*	12	2
BCLGE-412-1505	Italian for Business*	12	2
BCLGE-406-1506	Il-Malti Applikat Fl-Amministrazzjoni	6	2
BCWBL-412-1503	Work Based Learning in Administration and Secretarial Studies	12	1 / 2
CDKSK-404-1915	Employability and Entrepreneurial Skills	4	2
CDKSK-402-2104	Community Social Responsibility	2	2
BCCPY-406-1605	Contemporary Issues in Administrative & Secretarial Studies	6	1 / 2
<b>Elective Units**</b>			
CDKSK-406-2000	Critical Thinking**	6	2
BCCMR-406-1501	Customer Relations**	6	2
<b>Total ECVET/ECTS</b>		<b>120</b>	

\*Students are expected to choose at least ONE option from these 4 optional subjects.

\*\*These units are to be used to replace the *Work Based Learning in Administration and Secretarial Studies* unit in exceptional circumstances.

## **Unit: BCOFF-412-1503 Business and Office Administration**

<b>Unit Level (MQF):</b>	<b>4</b>
<b>Credits:</b>	<b>12</b>

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### **Unit Description**

This unit will give learners the opportunity to learn about and carry out the core activities that are required within administrative office environments, look at these activities objectively and evaluate their worth to an organisation. Following evaluation of office activities, the learner will be given the opportunity to design an office system and procedure that will enhance the performance of the current office environment by improving communication and customer service.

Learners will be able to understand the different types of office equipment and software available for use in an office environment compare them and make recommendations on the best available equipment and software to be used in a practical setting. Learners will also be able to make use of the office equipment in a practical setting.

This unit will further allow for learners to examine various methods of e-technology used to carry out administrative tasks in an office environment and be able to explain their uses and benefits.

The unit will also allow learners to realise the importance of people in carrying out activities within an office setting, lead office activities and be able to manage others as well as their activities within an office setting.

Learners will also explore and understand organisational changes and the impact that organisational change has on the organisation and employees as well as learning about recruiting new staff and the methods used to select the most suitable candidate during the selection process.

## **Learning Outcomes**

**On completion of this unit the learner will be able to:**

- 1. Describe and carry out core activities within the administrative environment and evaluate current working practices.*
- 2. Design and evaluate an office system and procedure to improve communication and service to customers.*
- 3. Provide recommendations for selecting equipment and software to meet the needs of the administrative function.*
- 4. Investigate and explain the benefits of using e-technologies to carry out administrative tasks.*
- 5. Manage and lead people in activities within the office environment.*
- 6. Understand organisational change and how it affects employees.*
- 7. Understand and manage the recruitment and selection process.*

## **Unit: BCOFF-406-1504 Meeting Techniques**

**Unit Level (MQF):** 4

**Credits:** 6

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### **Unit Description**

This unit will give learners the opportunity to study a recognised shorthand system and learn to annotate and record information using that shorthand system. Learners will be able to demonstrate an understanding of the rules and principles of that Shorthand system and be able to use the Shorthand system to produce accurate and well-presented notes within a desired time frame. Learners will also use a word processing package to transcribe these notes to a high standard, and also in a prescribed time frame.

To be able to operate an audio transcription system and become familiar with the uses of that system to transcribe a variety of business documents in a timely manner, including letters, notices, reports and emails.

Learners will study and become familiar with the different types of business documents that are available for recording information within a business organisation. Learners will also be able to recognise the correct documentation required in any given situation and be able to generate the correct documentation, to a high standard, within a given time frame.

Correct use of layouts, grammar and punctuation must be evident in all work produced and the learner must display a high level of competency in producing documentation. Evidence of good file management is also required.

On commencing the unit, learners should be given an overview of the following important meeting documents; Agenda; Minutes and Action Minutes. They should be provided with examples to follow on the format of these documents. They must understand that the set up and detail of these documents will be covered in other units within their course. Learners should have a competent level of typing prior to commencement of the unit.

## **Learning Outcomes**

**On completion of this unit the learner will be able to**

- 1. Use and understand a shorthand system to produce accurate notes within time constraints using a word processing package.*
- 2. Use an audio system to produce business documents from recorded instructions within time constraints.*
- 3. Produce a range of business documents from materials provided.*



## **Unit: BCBST-412-1508 Business Practice**

<b>Unit Level (MQF):</b>	<b>4</b>
<b>Credits:</b>	<b>12</b>

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### **Unit Description**

This unit will give learners the opportunity to find out about different types of business organisations and the influences that act upon these businesses, both internally and externally. The learner will learn to explore the purpose of these businesses and the factors that influence business decisions, business structure and the resources these businesses use.

Learners will become familiar with different sized businesses, both large and small and how they impact the global economy. Learners will understand the financial implications that come with business success and how customer spending affects business activity.

Learners will explore the different functions and departments within a business and how these functions come together to produce results. Learners will discover how business planning techniques are used to ensure company success and analyse how Government policy and other influential groups can play a part in business decisions.

Learners will become aware of different types of business communication and how the communication is used and controlled and who is responsible for it, as well as exploring the financial records that companies keep and why they are important for company survival.

Learners will learn to understand how the importance of having the correct staff affects an organisation and the importance of teamwork from those staff as well as being able to identify the concepts of business culture and identity and how these affect an organisation. Developing an awareness of the contribution that the individual can make towards business success is pivotal to this unit. Learners will also analyse how a company ensures that they provide a quality service and how they measure this.

## **Learning Outcomes**

**On completion of this unit, the student will be able to**

- 1. Demonstrate a general understanding of the influences on the business organisation.*
- 2. Understand the importance of specialisation in a business context.*
- 3. Demonstrate an understanding of the importance of communications within the business.*
- 4. Develop awareness of the contribution that the individual can make towards business success.*

## **Unit: BCLGE-412-1503 English for Business**

**Unit level (MQF):** 4  
**Credits :** 12

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### **Unit description**

This Unit will provide learners with the opportunity to further develop and expand their linguistic knowledge and application of effective language skills in English, primarily orientated towards using these skills effectively in a business environment. Learners will be encouraged to read and appreciate a variety of texts to allow them to be effective and confident communicators in any given business environment, which could be but is not limited to business meetings with multiple parties, one-to-one meetings or conference calls and modes of communication akin to these.

The skills which learners will become adept in, although meant for a business environment, are not restricted to personal contact, but rather, also takes cognisance of communication formats including e-mails, business letters, internal company reports in addition to areas such as, but not limited to, participation in conversations and discussions. The knowledge and understanding of the English communication skills should be able to be applied for initial contact with other parties as well as continued dialogue and communication.

An appreciation of and ability to effectively use the Language Lab will help learners develop an appreciation of the necessary skills which would be advantageous to them in any manner of business related situations in which English is the language adopted. Learners will become adept in conveying clarity in communication, using the appropriate style, tone and format in a given business environment, whether in a verbal or written context. Communication in fluent written and spoken English is advantageous for learners and can enhance employability, which learners should be made aware of within the Unit.

The assessment of this Unit will encourage and promote important skills in written and oral/verbal communication as well as comprehensive analytical skills.

Finally, the range of skills learned will allow students to become confident and efficient communicators across a variety of business environments, with the Unit recognising that effectively communicating English in any business environment is not confined to a select number of formats.

## Learning Outcomes

**On completion of this unit the learner will be able to**

1. *Communicate (e.g. conversation, discussion, presentation both oral and written) using appropriate style and means of communication*
2. *Communicate the appropriate style, tone and format in a business environment in both verbal and written contexts (including but not limited to e-mails, business letters and internal company reports)*
3. *Understand spoken Business English at the appropriate level*
4. *Participate in conversations and discussions in English within a given business environment.*

## **Unit: BCOFF-406-1507 Personal Effectiveness within the Office Environment**

**Unit Level (MQF):** 4

**Credits:** 6

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### **Unit Description**

This unit provides a framework for students to develop self-awareness as well as developing skills, attributes and knowledge that contribute to personal effectiveness within the office environment. The unit will focus on successful achievement of key competences such as communication, entrepreneurship and cultural expression, equipping students with essential skills for further study and those highly sought after by employers.

Students will examine their existing skills, attributes and knowledge and identify areas for development. They will also assess their skills profile for an office administration post and explore their own career aspirations.

The unit will also focus on office protocol and business etiquette as well as personal grooming and appearance. Students will evaluate their self-motivation in personal and work related circumstances; identify the symptoms and causes of stress and approaches to managing stress as well as developing time management skills to improve workplace efficiency.

Students will examine a range of skills as a key player in the office environment. In particular, they will focus on the two specific roles of leader and team member. Leadership skills include assertiveness, decision making, delegation and problem solving. They will also consider the attributes of a co-operative team member, practising negotiating and compromising with others as well as approaches to managing conflict in the workplace.

Towards the end of the unit, students will conduct a final personal self-assessment to identify the strengths they have enhanced during the unit and areas for development in the future. They will also contrast their perception of themselves with that of their peers and create a final action plan, setting specific, measurable, accurate, realistic and time bound goals to develop their personal effectiveness within the office environment.

## Learning Outcomes

**On completion of this unit the learner will be able to:**

- 1. Develop self-awareness and enhance their use of personal skills.*
- 2. Evaluate effectiveness and efficiency as an office administrator.*
- 3. Apply a range of skills as a key player in the office environment.*
- 4. Set goals for self-improvement and future development.*

## **Unit: BCICT-406-1504 Advanced Administrative IT Applications (Word and Database)**

<b>Unit level (MQF):</b>	<b>4</b>
<b>Credits :</b>	<b>6</b>

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### **Unit description**

The storage, management and reliability of information are increasingly important in business today. They are indispensable in the management of customer relations, resource planning and website content.

In this Unit learners will develop an in-depth understanding of relational database design to improve the performance and integrity of a database management system.

Learners will also develop knowledge, understanding of, and skill in, the use of database advanced features, tables, queries, forms, reports and macros to better manage and organise structured information relevant to modern business needs.

Word processing knowledge, understanding and skills enable learners to use word processing tools more effectively, thus achieving work goals more efficiently, and in doing so will save time, and increase productivity in the work place.

Learners will be given the opportunity to develop and apply advanced word processing skills to assist in the production, management and processing of business related documents. The use of a consistent house style has a large part to play in developing a corporate image. Learners will be shown how this can be done through the design of templates, the application of styles, the use of advanced header and footer, document setup and formatting options.

Information must be easily accessible for it to be useful. Learners will develop skills which will facilitate the navigation of large documents through tools such as tables of contents/figures, indexes, captions, footnotes/endnotes, bookmarks and cross referencing.

Working collaboratively is also an essential skill in business today. Learners will develop knowledge and skill in reviewing documents, working with master documents and security features. They will also learn how to use word processing advanced features to enhance their work, increase efficiency and save time.

## Learning Outcomes

**On completion of this Unit the learner will be able to:**

- 1. Design a relational database to meet given specifications.*
- 2. Create a relational database for the storage, management and retrieval of reliable data for a specific remit.*
- 3. Manipulate the data through the use of complex queries, forms and reports and apply advanced features to improve functionality to meet given specifications.*
- 4. Demonstrate advanced word processing skills to create accessible documents which reflect the company's house style.*
- 5. Collaborate securely on and review documents.*
- 6. Use advanced word processing tools to work efficiently and effectively.*



## **Unit : BCICT-406-1505 Advanced Administrative IT Applications (Spreadsheets and Presentations)**

<b>Unit level (MQF):</b>	<b>4</b>
<b>Credits :</b>	<b>6</b>

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### **Unit description**

The effective use of spreadsheets in business can lead to increased productivity and competitiveness by helping to achieve an organisation's objectives more efficiently. This Unit aims to give learners the opportunity to gain the crucial skills and knowledge to use the full potential of spreadsheets in a business context to produce high quality management information and to develop critical and evaluative thinking skills.

Learners are presented with advanced spreadsheet techniques to allow them to work efficiently with advanced editing, data handling functions and analysis features to support the management, analysis and forecasting of data in real life situations.

Learners will also use collaborative and security features to ensure that data can be shared efficiently and securely.

The spreadsheet part of this Unit also aims to develop critical and evaluative thinking, to find efficient and effective solutions to solve real life business problems.

Equally the knowledge, understanding and skills required for the delivery of successful presentations are vital in business today. This Unit aims to give learners the opportunity to gain knowledge, understanding and practical skills necessary to plan, prepare and deliver successful presentations. There are many important factors that must be considered to ensure the successful delivery of a presentation such as the target audience and the type of venue. This Unit seeks to increase the learners' understanding of these dynamics to enable them to plan presentations which will be effective in different contexts. An in-depth knowledge of the software is also essential to ensure a professional, controlled delivery of a presentation. Learners will use customised layouts and shows to present their company image to specific target audiences, use graphics and multimedia to give clarity and impact to their message, and integrate data by using links to other applications.

Finally, learners will develop the knowledge and understanding of the presentation tools available to enable them to evaluate the most appropriate tools and combine their application to support the effective communication of a presentation to meet specific business needs.

## Learning Outcomes

**On completion of this unit the learner will be able to:**

- 1. Apply a wide range of spreadsheet functions and features to provide accurate information to aid the decision making process to given specification.*
- 2. Work with tables, lists and charts to provide specific data analysis.*
- 3. Use spreadsheet software tools to improve efficiency and security to meet given specifications.*
- 4. Plan an appropriate presentation with consideration of target audience, venue, design, content and layout for a specific remit.*
- 5. Prepare a presentation using a wide range of presentation software tools effectively and efficiently for a specific remit.*
- 6. Demonstrate appropriate technical control of presentation software for a specific remit.*

## **Unit Title: BCACC-406-1505 Bookkeeping and Accounts**

**Unit level (MQF): 4**

**Credits: 6**

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### **Unit description**

This Unit will provide the opportunity for learners to develop their knowledge and understanding of the mechanics of book-keeping and accounting for varying forms of business entities including sole traders and partnerships, using the appropriate format. The unit will enable learners to demonstrate an understanding of recording financial transactions from prime business documents, including but not limited to, invoices, and credit notes. in the double-entry system. This will involve presenting financial information from the books of original entry through the ledgers to the trial balance. It also includes the use of suspense accounts for temporarily accounting for inconsistencies and errors within financial data as well as correction of such errors in the accounts.

The unit is also designed to enable learners to apply fundamental accounting concepts, principles, and standards for the preparation of year-end financial statements of limited liability companies in accordance with International Accounting Standards (IAS) and International Financial Reporting Standards (IFRS). Learners will be introduced to the elements of financial statements including 'the statement of profit or loss', the statement of changes in equity', 'the statement of financial position' and 'the statement of cash flows' in a format that is suitable for publication.

The unit is also designed to enable learners to identify the main users of financial information, such as shareholders, lenders, and the government, as well as outline their specific needs. Furthermore, the unit will enable learners to analyse published financial statements. For this purpose, learners will be introduced to aspects of profitability, efficiency, capital gearing and investment financial ratio analysis and interpretation for decision making purposes.

## Learning Outcomes

**On completion of this unit learner will be able to:**

- 1. Identify and record financial information from prime business documents into the books of original entry, process such information into a double entry book-keeping system and extract a trial balance;*
- 2. Integrate control mechanisms into a double entry book-keeping system, identify varying types of errors and correct such errors using the journal and suspense account;*
- 3. Prepare period-end financial statements for sole traders, partnerships and limited companies operating as either producers or traders in accordance with generally accepted accounting principles and concepts;*
- 4. Present period-end financial statements for limited liability companies from a set of trial balance and additional information in a format that is suitable for publication;*
- 5. Analyse and interpret published financial information of limited liability companies.*

## Unit: BCSEC-412-1501 The Legal Secretary's Environment

**Unit level (MQF):** 4  
**Credits :** 12

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### Unit description

This Unit is designed for learners who are currently working or who are considering a career as an administrator or Secretary within the Courts system, Corporate or Private Practice. This Unit will provide learners who might already have a basic awareness and understanding of administrative processes with the specific vocational and sector based subject knowledge of processes and procedures within the legal profession. This Unit is therefore particularly relevant for those wanting to develop those administrative skills within the legal sector. This Unit will also allow learners to develop and practice the particular skills required for employment within both the legal and business sectors. Undertaking this Unit can also assist in developing the necessary transferable skills and attributes which can assist in their progression from general administrative roles into more specialised vocational posts.

The design of this Unit will promote and encourage the vocational knowledge and skills that will assist learners to understand and operate within different organisations within the legal sector. Learners will become aware of the impact and controls of the relevant legislation, regulations and procedures within both civil and criminal law, the core legislative governance of Labour law including awareness and understanding of equalities legislation. This Unit will also provide an understanding and awareness of the essential functional role of the Company Secretary within corporate entities. The learner will also develop an understanding and ability to work with others and to develop effective communication skills. The assessment of this Unit will encourage and promote important skills in written and oral communication as well as appropriate levels of analytical, problem solving and research skills. The subjects covered within the Unit will develop and understanding of how to identify and prevent many of the more common issues associated with common Court procedures.

The aim of this unit is to enable the learner to develop a working knowledge of how the legal system operates both in terms of procedure and legal theory in relation to both civil and criminal jurisdictions. This Unit can assist learners to develop specialised core knowledge of Maltese law on criminal procedure. This Unit will also outline the basic principles and procedures of civil actions. The associated skills that are embedded within this Unit will include the ability to research information and undertake precise procedural steps to achieve a set outcome. This Unit will enable the learner to develop the knowledge to be able to distinguish between employee and non-employee status, the importance of a contract of employment and the statutory requirements of Labour law. Furthermore, this Unit will allow Learners to be introduced to the functions of the

Company secretary, their powers and liabilities within a modern corporate environment.

## **Learning Outcomes**

**On completion of this unit the student will be able to**

- 1. Understand and Civil and Criminal Court Actions and explain core elements of Civil and Criminal procedures.*
- 2. Understand, explain and apply current Labour law including the statutory requirements of the workplace regarding equalities.*
- 3. Understand and explain the functions, role and liabilities of a Company Secretary.*

## **Unit: BCSEC-412-1502 Anatomy and Physiology in the Medical Secretaries Environment**

**Unit level (MQF):** 4  
**Credits :** 12

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### **Unit description**

Medical secretaries deal with consultants' correspondence, making appointments, sending samples for medical testing, maintaining patient records, providing fast and efficient typing of clinical reports for medical personnel, handling patients queries and liaising with other healthcare staff.

In a GP practice, they handle letters and phone calls about a range of different conditions. Working for a hospital consultant usually means medical secretaries are based in a specific department, for example, paediatrics or cardiology.

This is a responsible job, as medical secretaries are expected to use their own initiative, make decisions and deal with patients and their relatives who are worried or upset about their illness. There is significant contact with patients, GPs and other healthcare staff therefore a good knowledge of medical terminology is especially important for medical secretarial roles.

This unit will enable the students working within such a role to demonstrate a knowledge and understanding of the normal functioning of the human body and its systems; what can go wrong with the body systems - understanding of the normal and abnormal functioning of the body systems and allow them to apply this knowledge to disorders they may come across within their environment; what investigations may be undertaken in certain circumstances; how to define and decipher medical terms in relation to the aforementioned and finally, what is meant by medical ethics, patient confidentiality and data protection. Understanding of ethics, patient confidentiality and legislation protecting data is of the utmost importance to all staff involved in patient care.

The topics covered within this module will allow the students to communicate effectively and appropriately with healthcare professionals and the public who are seeking advice about their health care needs.

## **Learning Outcomes**

**On completion of this unit the student will be able to**

- 1. Identify and describe the normal structure and function of major body systems.*
- 2. Describe and explain the disease processes that affect the major body systems.*
- 3. Apply medical terminology relating to human body systems.*
- 4. Describe common investigations and explain differences in medical imaging devices and equipment and their applications.*
- 5. Demonstrate an understanding of the religious and ethical issues within medical ethics.*
- 6. Explain the concepts and principles of patient confidentiality and legislation which protects patient data.*



## Unit: BCLGE-412-1504 French for Business

Unit level (MQF): 4  
Credits : 12

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### Unit description

This French for Business unit is aimed at learners who wish to apply their business knowledge, skills and competences to another language, thus gaining increased expertise while widening their European language portfolio.

For that purpose, the unit will allow learners to further develop skills in the target language (French) within a business context. They will improve their abilities in speaking and writing in a work-related context. This will be achieved through a series of practical activities during which they will learn to deal with multiple verbal situations and written documents using various appropriate business conventions in order to achieve and demonstrate understanding and accurate use of the language.

In order to achieve this, they will be required to prepare and deliver either a presentation or actively take part in a discussion. They will also undertake an extended piece of writing.

In addition, they will improve their abilities in listening and reading skills by identifying and understanding the main points and ideas, identifying the gist from various types of listening and reading texts within a business context. Candidates will demonstrate understanding by answering questions in English relating to both types of stimuli.

Appropriate use of these skills in the social context will be included.

### Learning Outcomes

*On completion of this unit the learner will be able to:*

- 1. Communicate effectively in the target language (e.g. conversation, discussion, presentation) using appropriate oral style, register and format and exchange information with speakers in the target language in a business context.*
- 2. Understand a range of spoken and/or recorded items in French which relate to a range of business and/or social topics in a work context.*

3. *Understand various detailed documents written in French which relate to a range of business and/or social topics in a work context.*
4. *Compose documents in French in business/work-related contexts.*

## Unit: BCLGE-412-1505 Italian for Business

**Unit level (MQF):** 4  
**Credits :** 12

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### Unit description

This Italian for Business unit is aimed at learners who wish to apply their business knowledge, skills and competences to another language, thus gaining increased expertise while widening their European language portfolio.

For that purpose, the unit will allow learners to further develop skills in the target language (Italian) within a business context. They will improve their abilities in speaking and writing in a work-related context. This will be achieved through a series of practical activities during which they will learn to deal with multiple verbal situations and written documents using various appropriate business conventions in order to achieve and demonstrate understanding and accurate use of the language.

In order to achieve this, they will be required to prepare and deliver either a presentation or actively take part in a discussion. They will also undertake an extended piece of writing.

In addition, they will improve their abilities in listening and reading skills by identifying and understanding the main points and ideas, identifying the gist from various types of listening and reading texts within a business context. Candidates will demonstrate understanding by answering questions in English relating to both types of stimuli.

Appropriate use of these skills in the social context will be included.

### Learning Outcomes

**On completion of this unit the learner will be able to:**

1. *Communicate effectively in the target language (e.g. conversation, discussion, presentation) using appropriate oral style, register and format and exchange information with speakers in the target language in a business context.*
2. *Understand a range of spoken and/or recorded items in Italian which relate to a range of business and/or social topics in a work context.*
3. *Understand various detailed documents written in Italian which relate to a range of business and/or social topics in a work context*
4. *Compose documents in Italian in business/work-related contexts.*

## Unit: BCLGE-406-1506 Il-Malti Applikat Fl-Amministrazzjoni

Unit level (MQF): 4  
Credits : 6

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### Deskrizzjoni tal-Unità

Lingwistikament Malta dejjem aġġornat ruħha mal-ħtiġijiet tal-Ewropa u l-Mediterran. Ġeografikament pajjiżna kien u għadu iżolat mill-bqija, u propju kien dan l-istess iżolament li ħalla impatt daqstant qawwi fuq l-iżvilupp tal-ilsien Malti. Bl-avvanz fit-teknoloġija Malta ma baqgħatx iżolata mill-bqija tad-dinja, iżda wieħed jista' jgħid li d-dinja saret villaġġ wieħed. Il-komunikazzjoni saret aktar faċli u propju għalhekk li l-Ingliš sar wieħed mill-mezzi l-aktar importanti fil-komunikazzjoni internazzjonali.

Is-sħubija ta' Malta bħala membru sħiħ tal-Unjoni Ewropea f'Mejju tal-2004 reġgħat qajmet, filwaqt li kkonfermat l-imporanza tal-ilsien Malti kemm f'kuntest lokali kif ukoll dak internazzjonali. Malta huwa pajjiż li jgħix il-bilingwiżmu l-ħin kollu. Studji riċenti sabu li l-għażla tal-lingwa tagħmel differenza kbira fil-livell ta' aċċettazzjoni, emozzjonijiet li jiġu ġġenerati u r-rabta ma' prodott partikolari.

Għaldaqstant l-iskop ta' din l-unità huwa li jhejji lill-istudenti bl-aħjar mod possibli sabiex ikunu jistgħu jużaw il-lingwa Maltija b'mod tajjeb minn kull aspekt fis-settur amministrattiv biex iċ-ċittadin Malti ma jiġix imċaħħad mill-użu tal-ebda servizz u/jew prodott mhux preżentati bil-lingwa nattivta ta' pajjiżu wkoll. L-istudenti jilħqu l-livell mixtieq ta' pproċessar u produttività lingwistika marbuta mal-ħajja ta' kuljum f'Malta llum il-ġurnata - il-qari, il-kitba, it-taħdit interattiv u l-komunikazzjoni iġġenerali marbuta mad-dinja immedjata tagħhom.

Mat-tmiem ta' din l-unità, l-istudenti jkunu żviluppaw kif ukoll tgħallmu kif japplikaw firxa wiesgħa ta' kompetenzi lingwistiċi billi jkunu esperjenzaw attivitajiet lingwistiċi li jinvolvu l-ipproċessar u l-produzzjoni ta' testi ġeneriċi kif ukoll tekniċi bil-Malti, fi sfond ta' xogħol amministrattiv b'mod speċjali dawk marbuta mal-qasam legali u mediku, l-interazzjoni ta' taħdit u diskors ma' kliġenti varji, filwaqt li japplikaw dawk l-istrategiji meħtieġa fil-ħajja vokazzjonali tagħhom f'Malta. Għaldaqstant l-istudenti jkunu mgħammra b'dawk l-abbiltajiet meħtieġa għall-ħajja - kemm mil-lat akkademiku kif ukoll dak marbut mad-dinja immedjata tax-xogħol.

## **Ir-Riżultati tat-Tagħlim (Learning Outcomes)**

*Mat-tmiem ta' din l-unità, l-istudenti għandhom ikunu kapaċi:*

- 1. Jaqraw testi tekniċi b'mod effettiv u effiċjenti filwaqt li jkabbru l-għarfien tagħhom fuq is-suġġett, b'mod speċjali dawk marbuta mas-settur amministrattiv legali u/jew mediku.*
- 2. Jifhmu informazzjoni ppreżentata b'mod orali fil-forma ta' diskussjonijiet, taħditiet u preżentazzjonijiet.*
- 3. Jirrappurtaw informazzjoni b'mod dettaljat u koerenti filwaqt li juru għarfien tas-suġġett innifsu permezz tal-kitba.*
- 4. Jitkellmu b'mod aċċettabbli f'dan il-livell filwaqt li juru għarfien tas-suġġett innifsu permezz ta' preżentazzjonijiet orali.*

## **Unit: BCWBL-412-1503 Work Based Learning in Administration and Secretarial Studies**

**Unit level (MQF):** 4  
**Credits :** 12

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### **Unit description**

In this unit learners will be given a business-relevant project that can be designed in conjunction with business partners, or if this is not possible, then by the programme delivery team. Links with the business community would therefore be particularly useful to learners undertaking this unit and all parties should be encouraged to develop these to facilitate this.

In business the successful undertaking of tasks may often depend on the application of knowledge and skills in more than one subject area. It may be necessary to combine the knowledge and skills of several subjects and integrate them with the ability to analyse and evaluate. This unit aims to give learners the opportunity to build skills and competences in planning and carrying out a project which involves critical analysis, evaluation and synthesis of ideas, concepts, information and issues which are within the common understanding of their subject discipline.

Learners are encouraged to integrate the knowledge and skills developed throughout the whole programme. The project will provide experience in carrying out a realistic work-related project by planning and organising work, carrying it through to completion and reporting findings.

Learners will also reflect on their progress on the unit to identify areas of strength and opportunities for improvement for the future.

Undertaking this project will also give learners the opportunity to develop skills for employment in an administrative role and competences required for progression to Level 5 courses.

### **Learning Outcomes**

**On completion of this Unit the learner will be able to:**

1. Prepare a project proposal in response to a specific remit.
2. Carry out the project to meet the specifications given.
3. Evaluate the project in terms of efficiency and effectiveness.

## **Unit: BCCPY-406-1605 Contemporary Issues in Administrative & Secretarial Studies**

**Unit level (MQF):** 4  
**Credits :** 6

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### **Unit description**

This unit aims to provide the learner with a practical and contemporary perspective of the different areas the programme of studies focusses upon. It is one way how to keep the programme of studies dynamically at par with the ongoing changes which are synonymous with such a programme of studies. The unit aims at continuing to bridge the gap between theory and practice as well as provide the student with the access to the latest developments as they occur within the industry one is nurturing a career in.... and this is done through the direct involvement of key players in industry.

The approach adopted for this unit will be different to the usual lecture approach. Instead it will comprise of a number of guest speakers from different areas of industry who will tackle different aspects of the focus area of studies. Attendance to these talks and seminars will be of paramount importance for this unit. The speaker will provide their own and their organisation's experience in relation to particular management areas and issue.

The unit is spread throughout the programme of study, in a manner as to include all the different events (seminars, thematic talks, conferences, on site visits etc) hence integrating them into one module for which students will have the opportunity to submit two distinct take home assignments.

### **Learning Outcomes**

**On completion of this unit the learner will be able to:**

1. *Prepare oneself to the importance of Continuous Professional Development.*
2. *Garner Knowledge, Understanding and Analysis of different contemporary issues in the specific area of studies.*
3. *Reflect upon the information obtained from the different events (seminars / talks / on-site visits) and relate it to the respective theories and models.*
4. *Nurture a disposition towards identifying a specialist area which one may opt to focus on, when embarking on a career in this area of studies.*

## **Unit: BCCMR-406-1501 Customer Relations**

**Unit level (MQF):** 4  
**Credits:** 6

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### **Unit description:**

The people element in financial services cannot be underestimated when aiming at success in this dynamic sector. Long term success can be factored in, when customer service is given its due priority and relevance within any organization aiming at enhanced accomplishment. This is especially relevant when keeping in mind that organisations within the financial services sector, have a very strong element of customer-facing situations. All this demands effective customer relations

This module of study aims at providing learners with the necessary awareness and emanating skills which help them equip themselves better in imparting consistent good quality customer services and enhancing excellent customer relations within the financial services organisations they will be forming part of. Through theory awareness as well as opportunity for hands-on experiences, learners will learn how to enhance the level of customer relations within an organisation.

Consistent customer service delivered in a professional manner, is a contributing factor towards customer satisfaction and eventual customer retention. The module delves into this aspect as well as methods of how to monitor and evaluate the customer relations. This is especially relevant in a world where customers' expectations are on the increase.

Developing and maintaining excellence in customer relations, especially through CRM strategies, are paramount to the success of financial services at various levels, both with regards to external customers as well as internal ones.



## Learning Outcomes

On completion of this unit the learner will be able to:

1. *Understand the role and relevance of Customer Service and how this is provided effectively within a Financial Services setting.*
2. *Prepare oneself holistically in view of excelling in the various aspects of customer relations.*
3. *Contribute to customer satisfaction, through consistent and reliable customer service.*
4. *Monitor and evaluate customer relations within the financial services organisation.*
5. *Demonstrate an understanding of the concept and principles of Customer Relationship Management (CRM) within the context of a financial services marketing strategy.*