



MCAST

MQF Level 3

**BC3-01-21
BC3-01-21G**

Diploma in Business

Course Specification

Course Description

At this level of studies, students are offered the opportunity to focus on making a career in Business and related areas. This is achieved through helping one attain skills required in basic office routines or, even more importantly, by continuing to offer an exposure to new areas and functions within business such as purchasing, customer care, business communications and further finance. The way business organisations operate, is also brought under focus in a way that students will become more familiar with the various areas of business operations and commercial studies. In view of furthering studies on completion of this course of studies, the Diploma in Business provides a launching platform for a variety of other careers within the world of Business, Administration, Marketing and Financial Services.

Programme Learning Outcomes

At the end of the programme the students are able to

- 1. Understand the functions and purposes of business organisations;*
- 2. Understand the role of people in business organisations, and how these communicate and provide support to the organisation;*
- 3. Apply basic skills to manage personal finances and to keep financial books of a business organisation;*
- 4. Understand basic concepts of branding and retailing as well as customer relations in a business organisation.*

Entry Requirements

- MCAST Foundation Certificate; or
- 2 SEC/O-Level/SSC&P (level3) passes
Preferred: Business Studies

Current Approved Programme Structure

Unit Code	Unit Title	ECVET
BCBST-306-1904	General Business Concepts	6
BCACC-306-1900	Bookkeeping for Business	6
BCHRM-306-1900	The HR Role in Business	6
BCPRO-306-1900	Purchasing: An Introduction	6
BCSLN-306-1901	Targeting Customers	6
BCSLN-306-1902	Communication in the Sales Process	6
CDKSK-304-1921	Mathematics	4
CDKSK-304-1922	English	4
CDKSK-304-1923	Malti	4
CDKSK-304-2108	Information Technology	4
CDKSK-304-2103	Community Social Responsibility	4
CDKSK-304-1925	Science	4
Total ECVET		60

Unit: BCBST-306-1904 General Business Concepts

Unit level (MQF): 3
Credits : 6

Unit Description

This unit addresses the importance of businesses in the society. It gives a comprehensive overview of basic business concepts, businesses in our society and the procedures of their establishment. Also, this unit considers the characteristics of different types of ownership in the private and public sector. In the case of the private sector, the focus is on sole trader, partnership and limited liability companies. The public sector concept is explained through the topics related to public corporations, public limited liability companies, local councils and government departments. Students will learn about the legal context of business organisations as well as the factors such as location, trends etc.

Additionally, students will explore the main functional areas of business organisations including finance, human resources, production, research & development and sales and marketing. Learners will also be introduced to the subject of international trade.

Learning Outcomes

On completion of this unit the learner will be able to

1. *Understand the basic business concepts and terms;*
2. *Know the forms of business ownerships and their characteristics;*
3. *Understand the economic context in which a business operates;*
4. *Understand the main functional areas in business organisations.*

Unit: BCACC-306-1900 Bookkeeping for Business

Unit level (MQF): 3
Credits : 6

Unit Description

Transparency and accountability are the most important elements in a successful business organisation. It allows management to monitor the current situation of their organisation and to act on any issues that might jeopardize the running of the organisation, its financial situation and the overall organisational climate. Such transparency can be obtained through bookkeeping.

This unit introduces learners to the concept of book-keeping and the related methods and documentation. Learners will explore basic terms and elements such as cost, revenue, profit and stock taking as well as the concept of balance sheets and the underlying accounts.

Through a number of practical examples and exercises, learners will learn how to execute simple transaction records by affecting the relevant book-keeping entries. They will learn how to balance-off the accounts and extract a Trial Balance. Profit and loss accounts and balance sheets will be presented as the two main tools for financial decisions.

Learners will be introduced to the documentation, forms, procedures and accounting entries that are relevant for the purchasing of stock. These include forms that may be raised - quotation, invoice, delivery note ... and how the purchase of stock is recorded in the books of the business.

Learning Outcomes

On completion of this unit the learner will be able to

1. *Identify costs, revenue and profit in a business organisation;*
2. *Understand the importance and functions of book-keeping within a business organisation;*
3. *Record basic transactions into the appropriate accounts and extract a trial balance;*
4. *Prepare the trading, profit and loss account (income statement) and balance sheet (statement of financial position) of a sole trader.*

Unit: BCHRM-306-1900 The HR Role in Business

Unit level (MQF): 3
Credits : 6

Unit Description

This unit focuses on the core processes of Human Resources, that is advertising the vacancies available, drafting the job description, negotiating the conditions of work, what happens before, during and after the interview, selection and recruitment, the contract of employment, employment and dismissal. Moreover, the unit also highlights the importance of an efficient payroll system, on-going consultation with trade unions, induction and in-service training, organizing social events and issuing the company magazine regularly.

The HR Department is usually responsible for the overall health and safety of the company, the relations with the press (media) as well as any legal matters (internal and external) which arise. Learners will explore these core processes in order to obtain a deeper understanding of the role of all those who work within this department and its importance within a business organisation. The related documentation to such processes will also be discussed. Learners will obtain knowledge about the legislation related to the employment and the rights of employers and employees.

Learning Outcomes

On completion of this unit the learner will be able to

1. *Understand the different types of business organisations, the organisation chart and the different roles that normally exist within a small or large organisation;*
2. *Explain the functions conducted in the recruitment process;*
3. *Understand the employment process;*
4. *Understand the main task of dismissal and redundancy, as well as the trade union relations.*

Unit: BCPRO-306-1900 Purchasing: An Introduction

Unit level (MQF): 3
Credits : 6

Unit Description

This unit introduces learners to the Purchasing Department, one of the core functional areas of business organisations. It exposes learners to the basic purchasing process and considers the required process variations and procedures, when dealing with different suppliers. Learners will explore the sequence of activities that make up the core of the purchasing process. They will also study the internal environment, that is, the interactions which occur within the purchasing department, between the purchasing department and the other departments within the same business organization, as well as and the external environment, being the interactions which occur with other business organisations.

This unit also explains the different roles and tasks of the different participants in the in the purchasing process. Learners will learn about the possible sources of demand and how demand can be calculated. They will also learn about the storage procedures that should be adopted within a business organisation.

Learning Outcomes

On completion of this unit the learner will be able to

1. *Understand the function of the purchasing department and the different job titles one may find in this particular department;*
2. *Describe the actual purchasing process including people involved and related documents;*
3. *Identify the sources of a purchasing demand as a result of the several needs and wants within an organisation;*
4. *Understand the importance of managing storage and keeping up-to-date stock records.*

Unit: BCSLN-306-1901 Targeting Customers

Unit level (MQF): 3
Credits : 6

Unit Description

This unit gives an insight into the goods and services as part of the sales process. Different goods and services are analysed so that the students acquire the knowledge of the properties of goods and services and their influence on the sales process.

Regardless of the similarities between the customers within certain groups, they are essentially different, and their individual needs affect the way goods should be presented to them. Therefore, the students will learn about different ways of customer-oriented product presentation. The students will obtain the knowledge about different advertising approaches and methods for controlling their success as a part of day-to-day sales.

Similarly, students will be introduced to the main rules and regulations for advertising in Malta and their relation to EU standards.

Learning Outcomes

On completion of this unit the learner will be able to

1. *Understand the different types of goods and services;*
2. *Address customer needs in accordance with the target group;*
3. *Present goods and services in a customer-oriented manner;*
4. *Develop a basic advertising and promotion plan.*

Unit: BCSLN-306-1902 Communication in the Sales Process

Unit level (MQF): 3
Credits : 6

Unit Description

This unit will give the learners an insight into the selling process itself, one of the core business processes and of essential importance for the success of a business organisation. The focus is on the sales process and the interaction between the sales representative and the potential customer. The unit provides learners with the skills to understand the potential customer reactions during the selling process. Learners will learn to understand the customer needs and expectations. This unit focuses on the different phases, properties and challenges of the selling process. It also examines the after-sales service and how important this is in order to promote future sales and to enhance the organisation's reputation.

The basic product pricing concepts such as progressive and inverse calculation will be explored in this unit. Information Technology aspects will also be explored. Learners will be introduced to the use of spread sheet programmes and learn how to handle the Electronic Point of Sale {EPOS} systems as well as their importance in the selling process. The unit also enables the learner to understand how cash registers are used and their benefits. The customer care section, cashier system, services management system, are also vital within the Sales Department.

Learning Outcomes

On completion of this unit the learner will be able to

1. *Recognise the role of the sales representatives within the context of different customer types;*
2. *Communicate with customers using customer oriented language and questioning techniques;*
3. *Recognise the challenges and identify the appropriate solutions during the selling process;*
4. *Calculate the product price, following the appropriate pricing strategy;*
5. *Understand how to operate the Electronic Point of Sale (POS) system, its functions and benefits.*