



# MCAST

Malta College of Arts, Science & Technology

**MQF Level 4**

**MCAST Advanced Diploma in Administrative &  
Secretarial Studies**

**BC4-A6-19**

## **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**

Entry Requirements (Medical Stream):

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 or Biology

Preferred: Mathematics

## Current Approved Programme Structure

<b>Unit Title</b>	<b>ECVET/ECTS</b>
Business and Office Administration	12
Meeting Techniques	6
Business Practice	12
English for Business	12
Advanced Administrative IT Applications (Word and Database)	6
Advanced Administrative IT Applications (Spreadsheets and PowerPoint)	6
Bookkeeping and Accounts	6
Customer Care	6
The Legal Secretary's Environment*	12
Anatomy and Physiology in the Medical Secretaries Environment*	12
French for Business*	12
Italian for Business*	12
Il-Malti Applikat FI-Amministrazzjoni	6
Personal Effectiveness in the Office Environment	6
Work Based Learning in Administration and Secretarial Studies	12
Malti	6
Entrepreneurship	6
Contemporary Issues in Administrative & Secretarial Studies	6
<b>Total ECVET/ECTS</b>	<b>120</b>

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

## **Unit: Business and Office Administration**

**Unit Level (MQF): 4**

**Credits: 12**

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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: 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 student 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: Business Practice

**Unit Level (MQF): 4**

**Credits: 12**

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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: English for Business

**Unit level (MQF): 4**

**Credits: 6**

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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.*