

Administration Personnel?

Learning is not only classroom

[Training Curricula]

(Intellectual Output 6)

Level: 3

*Validation of
Formal, Non-
Formal and
Informal
Learning: The
case study of
Administration
Personnel*

Coordinator:

MMC Mediterranean
Management Centre

Partners:



Erasmus+

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1. Introduction to Eupa_Next Training Curriculum Level 3

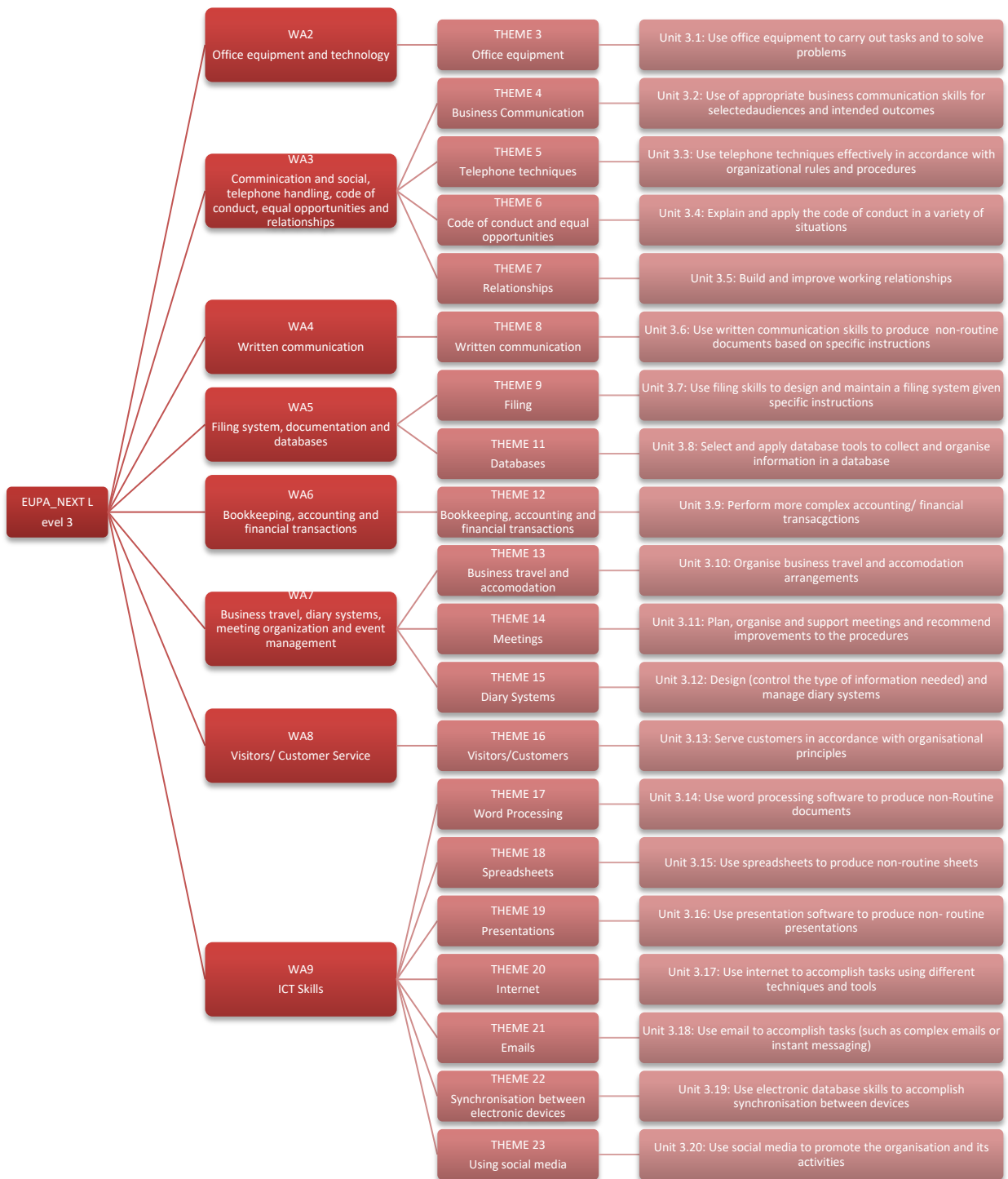
The EUPA_NEXT training curriculum follows the modular philosophy and is compatible with the Qualification Framework that has been developed previously. It is structured in Work Areas, each covering different topic. Work areas are than defined as sets of units that cover the knowledge, skills and competences for one or more learning outcomes.

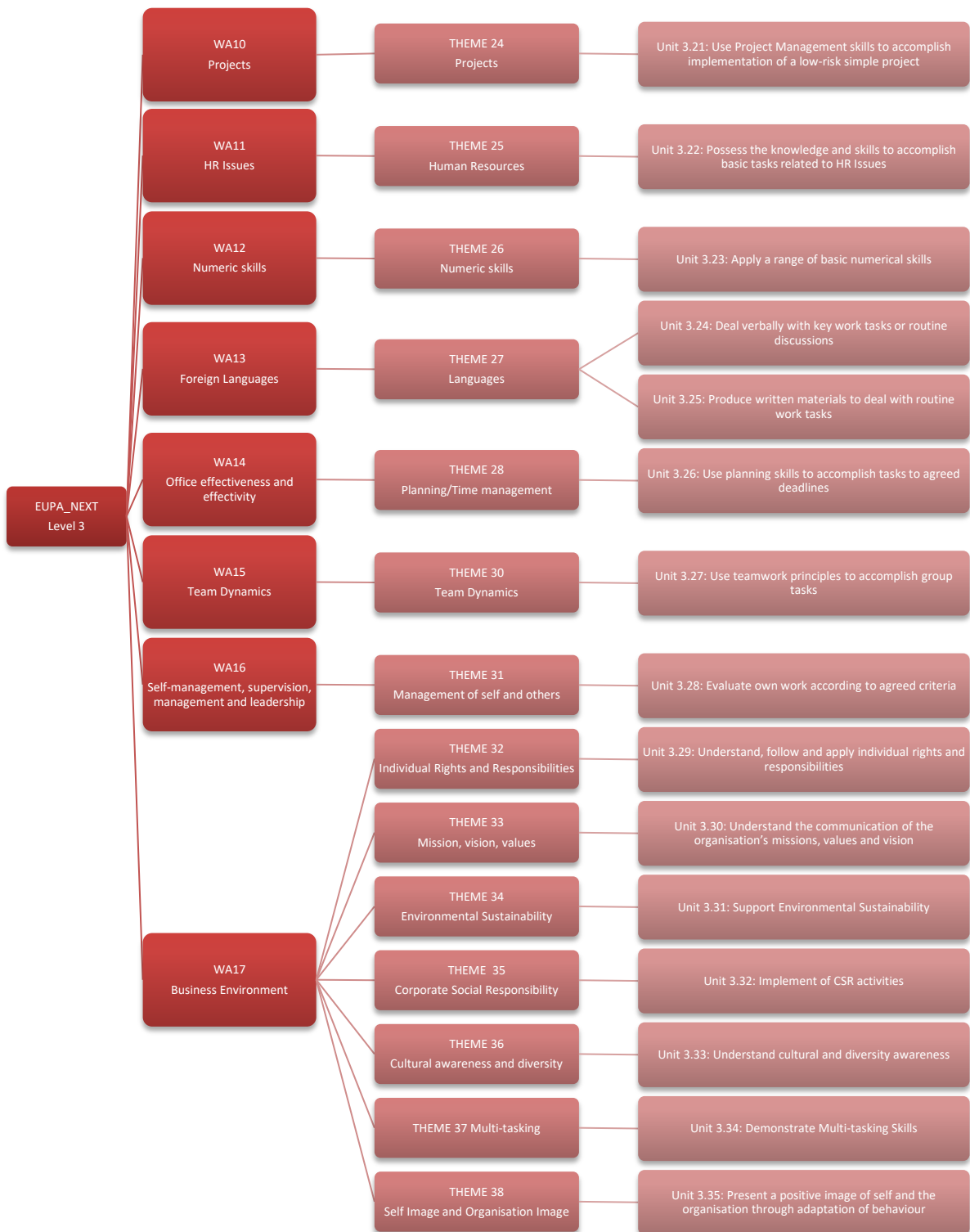
THE EUPA_NEXT training curriculum for level 3 is structured in 35 units (training modules), each under different theme and handles one or more learning outcomes. The following diagram presents the structure of this level of the qualification framework, in terms of the Work Areas, Themes and Units covered by this document.

The Curriculum can be used in combination with the Trainers' guide containing the training materials and methodological tools for individual Units. The curricula have been developed in such a way to ensure that the learning outcomes described in the qualifications frameworks are met in a pedagogic way and that the required knowledge, skills and competences will be acquired.

	Knowledge	Skills	Responsibility and autonomy (Competence)
	In the context of EQF, knowledge is described as theoretical and/or factual.	In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).	In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility
Level 3	Knowledge of facts, principles, processes and general concepts, in a field of work or study	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information	Take responsibility for completion of tasks in work or study; adapt own behaviour to circumstances in solving problems

2. A map of the training materials developed by EUPA_NEXT





3. Recommendations for participation

There are no prerequisites specified for the applicants for the initial certification of an Administration Personnel in Level 3 of EQF. However, there are certain qualifications, which will enable the holder to get certified more easily. The proposed qualifications are listed in the table below.

EQF Level	English Language	Age	Academic Qualifications (equivalent to NQF for each country)
3	Level A2	18	Completion of secondary school (for Slovakia - secondary education with graduation) or equivalent of EQF Level 2

4. Certification

Any person who wants to get certified as Administration Personnel in EQF Level 3 can go through the assessment of his/her knowledge, skills and competences on the Work Areas described in this document.

The certification will be done according to the Certification Scheme for persons as Administration Personnel in EQF Level 3 and certified persons will be able to perform tasks and demonstrate their knowledge, skills and competence as described in this document and the EUPA_NEXT Qualification framework for Level 3.

The assessment will be done on a Unit basis and once a participant successfully completes the assessment for all units in the respective EQF level, he/she will be able to get certified on the level.

The assessment will be performed using assessment tools for EQF Level 3 developed within the EUPA_NEXT project. For each unit of EQF Level 3, the assessment will consist of oral assessment which will cover the EQF statements under knowledge and written assessment or practical demonstration which will cover practical skills and competences. In cases where the unit contains 5 or more learning outcomes, the assessment will include a project (case study, applied exercise or a small project).

The certification can be granted on the Level or on Units that the candidate will select.

Certification at EQF Level 3 is granted for 3 years. Recertification will be needed afterwards.

All procedures that apply for obtaining, assessing, granting, maintaining and withdrawing Certification of persons are described in the Certification Scheme for the certification of persons as Administration Personnel that has been developed within the project and are in accordance with the requirements of the Standard CYS EN ISO 17024: 2012.

Work Area 2: Office Equipment and Technology

THEME 3: OFFICE EQUIPMENT

UNIT 3.1: USE OF OFFICE EQUIPMENT TO CARRY OUT TASKS AND TO SOLVE ROUTINE PROBLEMS

Unit description:

This unit deals with the ability of learners to use office equipment according to the organizational procedures. It will train them to perform general as well as specific and advanced tasks and to recommend improvements to those procedures. After the completion of this unit, learners will also be able to solve problems with the office equipment by using different tools and procedures, to identify and arrange repairs to the office equipment when needed.

Suggested duration:

3 hours

Aims and objectives:

By the end of the unit, learners will be able to:

- Demonstrate the ability to follow organizational procedures for the use of common office equipment
- Perform specific and regular tasks using the office equipment
- Solve problems with office equipment using tools
- Demonstrate the ability to identify repairs needed and deal with them by various methods

Content of the unit:

- Section 1: Use of Office Equipment to perform specific regular tasks [1 hour]
- Section 2: Organisational procedures related to office equipment [1 hour]
- Section 3: Problem solving and troubleshooting [0,5 hours]
- Section 4: Handling repairs [0,5 hours]

Work Area 3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships

THEME 4: BUSINESS COMMUNICATION

UNIT 3.2: USE OF APPROPRIATE SOCIAL AND BUSINESS COMMUNICATION SKILLS FOR SELECTED AUDIENCES AND INTENDED OUTCOMES

Unit description:

This unit deals with the adaptation of communication skills to specific audiences and for intended outcomes. It will train learners to use more advanced communication techniques such as active listening, maximizing their efficiency during their work. Through this unit, learners will be able to tolerate and accept behaviour of others and express frustration in a constructive way.

Suggested duration:

10 hours

Aims and objectives:

By the end of this unit, learners will:

- Demonstrate the ability to communicate effectively according to their audience's and outcome's needs
- Develop active listening skills
- Solve problems through communication, skills
- Argue on the importance of accepting others opinion and behaviour
- Express frustration constructively
- Prepare effective oral presentations using supportively their tone of voice and body language

Content of the unit:

- Section 1: Verbal and Non-Verbal Communication [1 hour]
- Section 2: Adapting Communication to the needs of the audience and to the situation [3 hours]
- Section 3: Resolving communication issues [2 hours]
- Section 4: Accepting others' opinions and behaviour [2 hours]
- Section 5: Effective presentations [2 hours]

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THEME 5: TELEPHONE TECHNIQUES

UNIT 3.3: USE TELEPHONE TECHNIQUES EFFECTIVELY IN ACCORDANCE WITH ORGANIZATIONAL RULES AND PROCEDURES

Unit description:

This unit deals with one of the most demanding aspects of success in business, the effective use of telephone according to organizational rules. The techniques of active listening are presented and its importance in telesales and money collection through telephone is analysed. Use of telephone in the context of organizational rules, the prioritization and filtering of the calls are also presented.

Suggested duration:

3 hours

Aims and objectives:

By the end of this unit, learners will:

- Understand the techniques associated with professional telephone communication
- Apply advanced telephone techniques e.g. Active listening, empathy to provide solution through telephone
- Enhance their abilities to process incoming calls
- Succeed sales and money collection by telephone
- Learn how to practice good telephone manners using empathy and active listening
- Approach effectively complex telephone tasks
- Evaluate the priority of telephone calls

Content of the unit:

- Section 1: Basic telephone techniques-revision [0,5 hours]
- Section 2: Advanced telephone techniques [0,5 hours]
- Section 3: Telesales & money collection via telephone [1,5 hours]
- Section 4: Prioritizing of calls and organizational procedures [0,5 hours]

THEME 6: CODE OF CONDUCT AND EQUAL OPPORTUNITIES

UNIT 3.4: EXPLAIN AND APPLY THE CODE OF CONDUCT IN A VARIETY OF SITUATIONS

Unit description:

This unit deals with the understanding and the ability to explain the organization's codes in social, economic and cultural level.

Suggested duration:

3 hours

Aims and objectives:

By the end of this unit, learners will be able to:

- Explain the code of conduct in multiple contexts
- Describe if and how the code affects organizational culture
- Assess the importance of codes of the organization
- Adopt their own behaviour in accordance the code of contact of their organization

Content of the unit:

- Section 1: Code of conduct - revision [0,5 hours]
- Section 2: Organisational culture and code of conduct [0,5 hours]
- Section 3: Why is code of conduct important [1 hour]

THEME 7: RELATIONSHIPS

UNIT 3.5: BUILD AND IMPROVE WORKING RELATIONSHIPS

Unit description:

In this unit, the demands of modern business' environment relationship are analysed. Techniques and key principals of building and maintain strong working relationships environment are presented. Methods and processes of analyse and evaluate feedback from stakeholders are also presented. Listing criteria in order to assess key principals of good working relationships are demonstrated.

Suggested duration:

5 hours

Aims and objectives:

By the end of this unit, learners will be able to:

- Recognize the key elements of a good relationship at their working environment
- Summarize techniques of building and maintaining good relationships with customers and external stakeholders
- Analyse and evaluate feedback, in order to improve their collaboration with stakeholders and co-workers
- List criteria deriving from the analysis of the feedback, in order to recognize the key principles of good working relationships
- Feel confident to suggest their own improvements in order to enhance the collaboration among their organization and its associates

Content of the unit:

- Section 1: Key principles of good relationships-revision [0,5 hours]
- Section 2: Building and maintaining working relationships [2 hours]
- Section 3: Feedback [1 hour]
- Section 4: Key principles of good functional relationships [1,5 hours]

Work Area 4: Written Communication

THEME 8: WRITTEN COMMUNICATION

UNIT 3.6: USE WRITTEN COMMUNICATION SKILLS TO PRODUCE NON-ROUTINE DOCUMENTS BASED ON SPECIFIC INSTRUCTIONS

Unit description:

In this unit it is demonstrated the importance of writing skills in business communication. The demand of today's business environment for the employees to prepare various kinds of documents for different audiences emerges. Consequently, the essence of the use of different sources of information as well as the capability of selecting the appropriate document on every situation is presented. Corrections in grammar, punctuation and spelling are keys in written communications and methods of avoiding common mistakes are discussed.

Suggested duration:

8 hours

Aims and objectives:

By the end of this unit, trainees will:

- Learn how to use multiple writing styles and tones in written language accordingly to their audience(s)
- Understand and apply the basic principles of confidentiality in writing communication
- Locate relative to their subject sources and search techniques
- Use effectively ways of correcting grammar and spelling mistakes
- Identify different types of formal documents and choose the appropriate for their target
- Be able to create documents, based on various types of precise or abstract instructions

Content of the unit:

- Section 1: Business writing [4 hours]
- Section 2: Advanced business writing [4 hours]

Work Area 5: Filing System Documentation and Databases

THEME 9: FILING

UNIT 3.7: USE FILING SKILLS TO DESIGN AND MAINTAIN A FILING SYSTEM GIVEN SPECIFIC INSTRUCTIONS

Unit description:

This unit deals with the ability of the learner to design, use and maintain an efficient filing system after given specific instructions. It will train them to identify the equipment and methods required for filing, compare existing file management practice to effective principles of filing and the best practice and thus recommend changes and improvements.

Suggested duration:

3 hours

Aims and objectives:

By the end of this unit, learners will:

- Demonstrate the ability to design an efficient filing system according to instructions
- Summarize principles of efficient filing systems and their maintenance
- List problems that may arise with inaccurate filing and describe how to solve them
- Be able to explain and assist their co-workers with the use of filing system
- Master different processes involved in file management systems such as creation, modification and deletion of files, entities, ownership of files file structure
- Evaluate current organizational file management practice and recommend improvements

Content of the unit:

- Section 1: Filing systems introduction and principles [1 hour]
- Section 2: Designing a filing system [0,5 hours]
- Section 3: File/records management practice [0,5 hours]
- Section 4: Electronic file structure [0,5 hours]
- Section 5: Problems related to filing [0,5 hours]

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THEME 11: DATABASES

UNIT 3.8: SELECT AND APPLY DATABASE TOOLS TO COLLECT AND ORGANISE INFORMATION IN A DATABASE

Unit description:

The aim of this unit is to teach the learners key principles of databases, list different types of database systems, work with the database (enter, edit and organize information). Moreover, this unit deals with the ability of learners to collect different type of information by using the appropriate method for collection or acquiring those data. It will introduce different types of information systems, from simple to more complex such as CRM systems.

Suggested duration:

3 hours

Aims and objectives:

By the end of this unit, learners will:

- Understand key principles of databases
- Use different methods and different types of information systems to store and collect information form database
- Analyse given documents for relevant data to be stored into a database
- Use a database to organize specific type of information
- Understand and follow legal requirements for collecting and storing confidential data

Content of the unit:

- Section 1: Introduction to Databases (follow up on previous unit level) [0,5 hours]
- Section 2: Database and information system types [0,5 hours]
- Section 3: Database structure and principles [0,5 hours]
- Section 4: Database design [0,5 hours]
- Section 5: Collecting and analysing information [1 hour]

Work Area 6: Bookkeeping, Accounting and Financial Transactions

THEME 12: BOOKKEEPING, ACCOUNTING AND FINANCIAL TRANSACTIONS

UNIT 3.9: PERFORM MORE COMPLEX/ACCOUNTING /FINANCIAL TRANSACTIONS

Unit description:

The chapter is directly related to General and Analytical accounting and describes the main procedures for bookkeeping, entry accounting records, explanation the role of double compensating records, analysis of profit and loss and balance sheet accounts.

Suggested duration:

7 hours

Aims and objectives:

By the end of the unit, learners will:

- Become familiar with issues such as: proper bookkeeping, category knowledge of accounting books, additives financial data books - Update -, computerized bookkeeping, Accounting Plan.
- Be aware of certified and not certified tax items and when you should use each of them.
- To analyse tax data and be aware of when should you use them.
- Be able to update accounting books of a business, be familiar with the process of closing and operating accounting books, general operating account, Income Statement, Balance Sheet, and statement of cash flows.
- Be able to analyse the financial results of a company based on the balance sheet or the balance.

Content of the unit:

- Section 1: Bookkeeping [1 hour]
- Section 2: Financial transactions [6 hours]

Work Area 7: Business Travel, Diary Systems, Meeting organization and event management

THEME 13: BUSINESS TRAVEL AND ACCOMMODATION

UNIT 3.10: ORGANISE BUSINESS TRAVEL AND ACCOMMODATION ARRANGEMENTS

Unit description:

This unit deals with the ability of learners to prepare and book travel and accommodation requirements as agreed with the traveller in conformity with budgetary procedures and the ability of learners to understand the necessity of checking the draft itinerary and schedule with the traveller before final booking, arrange credit and payment facilities for travellers, provide the traveller with an itinerary and required documents in good time and furthermore they will be able to solve problems in relation to business travels.

Suggested duration:

5,5 hours

Aims and objectives:

By the end of this unit, learners will:

- List general questions that need to be asked when planning a business trip in order to ensure that all important data has been provided.
- Select different alternatives of booking options for traveller (e.g. free cancellation option)
- Recommend the best way of financing of the different parts of the business travel items for the traveller in conformity with budgetary procedures and arrange finances with responsible department
- Prepare all documents and the individual itinerary

Content of the unit:

- Section 1: Preparation of a business trip [0,5 hours]
- Section 2: Travel arrangements [0,5]
- Section 3: Accommodation arrangements [2 hours]
- Section 4: Financing the business trip [0,5]
- Section 5: Possible problems that may arise in relation to business trips [0,5]
- Section 6: Checking and finalizing the itinerary [1,5]

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THEME 14: MEETINGS

UNIT 3.11: PLAN, ORGANISE AND SUPPORT MEETINGS AND RECOMMEND IMPROVEMENTS TO THE PROCEDURES

Unit description:

This unit is focused on the development of the ability of learners to plan, organise and support meetings, analyse the organisation, documents and materials provided for a meeting and make recommendations for any improvements as well as the ability to complete actions required after a meeting and to carry out action points arising from the meeting.

Suggested duration:

4 hours

Aims and objectives:

By the end of this unit, learners will

- Describe best practice examples for meeting documents.
- Describe in detail the procedures for planning organization and support of the meetings
- Describe types of meetings, their effectiveness for different target groups and their main features
- Explain how to plan, organize and check meetings in order to meet the agreed Aims and objectives
- Describe in detail the resources needed for the different types of meetings
- Describe how to organize during the meeting. to produce the complete post-meeting documentation
- Explain the purpose and consequences of collecting and evaluating participant feedback from the meeting.
- Develop and complete follow up actions for different types of meetings within a given timeframe.

Content of the unit:

- Section 1: Basics of company meetings – follow up on previous unit level [0,5 hours]
- Section 2: Preparation of meeting documentation [1 hour]
- Section 3: Pre-meeting activities (planning and organization) [1 hour]
- Section 4: Support during the meeting [0,5 hours]
- Section 5: Post-meeting activities [1 hour]

THEME 15: DIARY SYSTEMS

UNIT 3.12: DESIGN (CONTROL THE TYPE OF THE INFORMATION NEEDED) AND MANAGE DIARY SYSTEMS

Unit description:

This unit deals with development of ability of learners to manage diary systems to meet the needs of the workgroup and its internal and external clients, to design a diary system that is appropriate for the company or organisation and to analyse reports from diary operators and users. After the completion of this unit learners will be able to recommend enhancements to the diary systems and necessary training needed for its users.

Suggested duration:

2 hours

Aims and objectives:

By the end of this unit, learners will:

- Describe how to identify the needs of the workgroup and its internal and external clients
- Manage diaries of a group of co-workers
- Develop diary system of the specific organisation taking into consideration its own operations and needs
- Collect data and information to be used for analysis of the current situation and analyse the current situation in order to recommend enhancements or trainings

Content of the unit:

- Section 1: Introduction to diary systems – follow up on previous unit level [0,5 hours]
- Section 2: Managing the diaries of a workgroup [0,5 hours]
- Section 3: Designing a diary system [0,5 hours]
- Section 4: Analysis of diary systems [0,5 hours]

Work Area 8: Visitors/ Customer Service

THEME 16: VISITORS/CUSTOMERS

UNIT 3.13: BE ABLE TO SERVE CUSTOMERS IN ACCORDANCE WITH ORGANISATIONAL PRINCIPLES

Unit description:

This unit aims to clarify the connection between customer care principles and organizational principles. Tools and techniques as active listening and empathy are used with the purpose of understanding customer's real needs and deliver services in a customer-care environment, in accordance with organizational rules. The same methods and techniques can be applied in solving customer's problem or dealing with complaints.

Suggested duration:

4.5 hours

Aims and objectives:

By the end of this unit, learners will:

- Comprehend customer care principles in depth
- Apply customer care principles in accordance with organizational principles
- Describe active listening techniques and use appropriately
- Obtain empathy as a competence when deals with customers
- Overcome customers' problems and solve their problems in accordance with organizational principles.

Content of the unit:

- Section 1: Professional handling of customer and visitors (revision) [0,5 hours]
- Section 2: Customer care principles [3 hours]
- Section 3: Handling complaints [1,5 hours]

Work Area 9: ICT Skills

THEME 17: WORD PROCESSING

UNIT 3.14: USING WORD PROCESSING SOFTWARE TO PRODUCE NON-ROUTINE DOCUMENTS

Unit description:

Word processing program is the most popular in the world. It offers a wealth of features that allow learners to accomplish just about anything they want with their reports, newsletters, correspondence, and other documents. In the end of the chapter, learners will have more word processing power and timesaving efficiency. Which they can use in a real working environment

Suggested duration:

5 hours

Aims and objectives:

By the end of the unit, learners will be able to:

- Use a high-level word processing, which is the most popular and most essential application for the using of the computer.
- Perform basic operations associated with creating, editing and completion of a non -routine document, ready for use.
- Be educated in advanced applications such as creating tables, using pictures and images within a document, import items and mail merge.

Content of the unit:

- Section 1: Tables [2 hours]
- Section 2: Production of non-routine documents [3 hours]

THEME 18: SPREADSHEETS

UNIT 3.15: USING SPREADSHEETS TO PRODUCE NON-ROUTINE SHEETS

Unit description:

Spreadsheets makes it easy to monitor financial performance, such as business profit or loss, calculate payments on large purchases, plan a budget, or stay organized with checklists. This chapter will arm learners with the knowledge of how to use Excel more effectively and efficiently to produce a non-routine documents and developed skills that they can use in a real working environment.

Suggested duration:

4 hours

Aims and objectives:

The main aim of Section is to improve the use of Spreadsheets with learning new techniques to the learners who have the basic knowledge in order to design and produce non-routine spreadsheets.

By the end of the unit, learners will be able to:

- Use a high-level spreadsheet; to be able to use the most frequently used formulas to process numerical data and data analysis tools (conditional formatting, pivot tables and more advanced charts).
- import objects, create charts and graphs
- To select and use appropriate formulas such as COUNTIF, SUMIF, AVERAGE, MAX, etc.) and data analysis tools like Vlookup and pivot tables.

Content of the unit:

- Section 1: Advanced, non-routine spreadsheets [1 hour]
- Section 2: Advanced formulas and pivot tables [2 hours]
- Section 3: Charts and grammar check [1 hour]

THEME 19: PRESENTATIONS

UNIT 3.16: USING PRESENTATION SOFTWARE TO PRODUCE NON-ROUTINE PRESENTATIONS

Unit description:

This unit is aimed at users who are familiar to the basic presentations knowledge and want to further improve their knowledge and skills, acquiring advanced techniques of creating presentations and configuration, in order to use them in a real working environment.

Suggested duration:

3 hours

Aims and objectives:

By the end of the unit, learners will be able to:

- Create and formatting slides using advanced layout techniques, using effects and multimedia.
- Use special design tools for a presentation and choose the right models, shapes, effects, etc.
- Operate the presentation software safely and securely to produce non-routine electronic presentations that meet the requirements of the office.

Content of the unit:

- Section 1: Data processing and formatting [1,5 hours]
- Section 2: Create a non-routine presentation [1,5 hours]

THEME 20: INTERNET

UNIT 3.17: USING INTERNET TO ACCOMPLISH TASKS USING DIFFERENT TECHNIQUES AND TOOLS

Unit description:

This unit introduces topics as internet security settings; report inappropriate behaviour; content filtering, avoid inappropriate disclosure of information and malicious programs.

Suggested duration:

3 hours

Aims and objectives:

By the end of the unit, learners will be able to:

- Browse on the web safely and securely.
- Find information easily, quickly and reliably.
- Filter all information and used those that are safe without viruses.

Content of the unit:

- Section 1: Different options for connecting to the internet [1,5 hours]
- Section 2: Browsing and searching the web [1,5 hours]

THEME 21: EMAILS

UNIT 3.18 USING EMAIL TO ACCOMPLISH TASKS (SUCH AS COMPLEX EMAILS OR INSTANT MESSAGING)

Unit description:

This unit discusses the tasks that can be performed through the emails, presents the possibilities of email services and the use of tools and techniques for more efficient completion of tasks at the workspace.

Suggested duration:

3 hours

Aims and objectives:

By the end of the unit, learners will be able to:

- Understanding the function of electronic function.
- Create an account email and customize the settings
- Sent and receive complex messaging.
- Accomplish a task or activity through communication with colleagues or associates through email.

Content of the unit:

- Section 1: Main types of email programs [1 hour]
- Section 2: Basic options of email and software tools [1 hour]
- Section 3: Advanced email functions [1 hour]

THEME 22: SYNCHRONISATION BETWEEN ELECTRONIC DEVICES

UNIT 3.19: USING ELECTRONIC DATABASE SKILLS TO ACCOMPLISH SYNCHRONISATION BETWEEN DEVICES

Unit description:

This unit is aimed at learners who are using many electronic devices in order to do their work. Furthermore, concerns those who working outside of the office and want to be connected with their email and business files

Suggested duration:

2 hours

Aims and objectives:

By the end of the unit, learners will be able to:

- Synchronize the electronic devices, which they use.
- Solve the synchronization problems.
- Synchronize electronic devices safety and security.
- List the benefits of synchronizing devices.

Content of the unit:

- Section 1: Introduction to synchronisation between electronic devices [0,5 hours]
- Section 2: Steps of synchronization [1,5 hours]

THEME 23: USING SOCIAL MEDIA

UNIT 3.20: USE SOCIAL MEDIA TO PROMOTE THE ORGANISATION AND ITS ACTIVITIES

Unit description:

This unit is designed for administrative personnel of which the firm wishes to harness the power of social media marketing to increase their business performance. In this section, learners will learn about the most important social media (LinkedIn, Twitter, Facebook, and Instagram) and how they can use them for promoting their business services or products. Learners will learn to use the Facebook, Twitter and LinkedIn as business communication tools. By the end of the course, learners will be able to develop and manage advertising campaigns using different social media.

Suggested duration:

1,5 hour

Aims and objectives:

By the end of the unit, learners will be able to:

- Formulate and implement effective social media marketing campaigns.
- Influence your brand awareness and recall by leveraging social media channels.
- Build engagement with customers and influence their buying decisions of your product.
- Learn how to use social media tools and create a social media communication plan.
- Acquire an updated vision of the possibilities of social media for personal and professional purposes.

Content of the unit:

- Section 1: Introduction to social media [0,5 hours]
- Section 2: Social media as a tool promotion of organisation activities [1 hour]

Work Area 10: Projects

THEME 24: PROJECTS

UNIT 3.21: USE PROJECT MANAGEMENT SKILLS TO ACCOMPLISH IMPLEMENTATION OF A LOW-RISK SIMPLE PROJECT

Unit description:

This unit describes the procedure of defining designing and implementing a simple low-risk project. It proposes methods and techniques of entering, editing and updating the necessary information for completing a project. It is also demonstrating tools and processes of displaying and reporting project's progress.

Suggested duration:

3 hours

Aims and objectives:

By the end of this unit, learners will:

- Define the term project as well as the scope of a simple low risk project.
- Describe the basic project management and structure principles
- Plan, implement and disseminate simple projects
- List ICT and other tools for monitor, display and report the project status
- Specify potential risks occurring in project management and adapt the behaviour in solving occurring problems

Content of the unit:

- Section 1: Introduction to Project Management [1,5 hours]
- Section 2: Implementation [1,5 hours]

Work Area 11: HR Issues

THEME 25: HUMAN RESOURCES

UNIT 3.22: POSSESS THE KNOWLEDGE AND SKILLS TO ACCOMPLISH BASIC TASKS RELATED TO HR ISSUES

Unit description:

This unit deals with basic administrative tasks to assist HR processes in the company such as preparation of personnel documents, records and statistics in compliance with data protection, recording working hours and overtimes and maintaining holiday plans. Learners will also be able to identify, setup procedures for employee training under supervision and in relation to this develop, and use tools such as checklists that summarize all the administrative procedures needed to be done in order to ensure that is performed effectively and efficiently.

Suggested duration:

2 hours

Aims and objectives:

By the end of this unit, learners will:

- Accomplish basic and administrative tasks related to HR, such as holiday and overtime issues.
- Prepare and process personnel documents, personnel records and statistics in compliance with data protection
- Schedule and Record working hours and overtimes
- Maintain holiday plans
- Develop and use tools such as checklists that summarizes all the administrative procedures needed for employee training
- Take responsibility for administrative procedures for employee training under supervision.

Content of the unit:

- Section 1: Personnel records [1 hour]
- Section 2: Working time recording [0,5 hours]
- Section 3: Employee training administration [0,5 hours]

Work Area 12: Numerical skills

THEME 26: NUMERICAL SKILLS

UNIT 3.23: APPLY A RANGE OF BASIC NUMERICAL SKILLS

Unit description:

This chapter describes basic mathematical relationships and rules for solving problems in daily work tasks. Furthermore, they analysed key tools to facilitate mathematical calculations, such as the calculation surface area, the average price calculation, median, calculating rates of increase / decrease rate.

Suggested duration:

2,5 hours

Aims and objectives:

By the end of the unit, learners will be able to:

- Become familiar with the basic mathematical principles.
- Know what mathematical relationship must choose for the calculation of specific quantities/ amounts.
- Solve problems (reasoning and proof) daily to accomplish different business tasks.
- Use a calculator for numerical calculations, graphing, and radicals.

Content of the unit:

- Section 1: Introduction in numerical skills [0,5 hours]
- Section 2: Numerical calculations [2 hours]

Work Area 13: Foreign Languages

THEME 27: LANGUAGES

UNIT 3.24: DEAL VERBALLY WITH KEY WORK TASKS OR ROUTINE DISCUSSIONS

Unit description:

This unit focuses on improving communication through of oral language to enable learners to speak properly and comfortably a foreign language.

Suggested duration:

2 hours

Aims and objectives:

By the end of the unit, learners will be able to:

- Handle necessary foreign language in work/social situations.
- Communicate effectively and with confidence in a wide range of routine situations.
- Demonstrate the use of suitable professional vocabulary.

Content of the unit:

- Section 1: Introduction in using of foreign language verbally [0,5 hours]
- Section 2: Key work tasks or routine discussions in foreign languages [1,5 hours]

UNIT 3.25: PRODUCE WRITTEN MATERIALS TO DEAL WITH ROUTINE WORK TASKS

Unit description:

This unit focuses on improving written communication skills in foreign language to learners in order to use the foreign language in its written form in routine tasks work. It includes the description of written communication in foreign language in different professional contexts as well as grammar and syntactic analysis. Furthermore, will be presented some specific expressions and terms that can be used in written business communication.

Suggested duration of the unit (hours):

2 hours

Aims and objectives:

The aim of this module is to teach learners to use correctly a foreign language in written communication. The learners learn to use specific terms and expressions properly, use correct grammar and spelling in a text that has been composed.

Content of the unit:

- Section 1: Structure of a written text [1 hour]
- Section 2: Rules of Written Business Communication [1 hour]

Work Area 14: Office Effectiveness and Efficiency

THEME 28: PLANNING/ TIME MANAGEMENT

UNIT 3.26: USE PLANNING SKILLS TO ACCOMPLISH TASKS TO AGREED DEADLINES

Unit description:

The purpose of this unit is to teach learners the basic principles of time management and planning, work with various techniques to be able to take responsibility for completion of own tasks according to agreed standards and deadlines

Suggested duration:

2,5 hours

Aims and objectives:

By the end of this unit, learners will:

- Understand principles of time management
- Be able to sort out tasks according to importance and urgency
- List time management techniques
- Create and update master list and relate it with the calendar
- Develop the ability to take responsibility for completion of own of short and long-term tasks according to agreed standards and deadlines.

Content of the unit:

- Section 1: Introduction to time management and planning [0,5 hours]
- Section 2: Personal style of work [1 hour]
- Section 3: Basic Planning and Time management techniques [1 hour]

Work Area 15: Teams Dynamics

THEME 30: TEAMS DYNAMICS

UNIT 3.27: USE TEAMWORK PRINCIPLES TO ACCOMPLISH GROUP TASKS

Unit description:

This unit describes basic principles of effective teamwork (e.g. team as an entity, value each member, clear roles, team goals, effective communication, initiative and reward, team working as a learning process etc.). Also describes the phases of a team (forming, storming, norming, performing) and present the characteristics of each phase. In the last part of the module, there are exercises for understanding the theory such as case studies and role-play games.

Suggested duration:

3 hours

Aims and objectives:

The aim of the program is the realization of the benefits resulting from our participation in working groups and the increase in productivity of both the individual and the whole. The program also aims to acquire learners aware of the role each team member plays, conflicts that may be developed within the groups, and the steps to be followed to solve problems and achieve goals.

By the end of the unit, learners will be able to:

- Cooperate for common goals
- Take joint decisions and commit to implement them
- Increase their efficiency as a team

Content of the unit:

- Section 1: Introduction [0,5 hours]
- Section 2: Teamwork principles and phases [2,5 hours]

Work Area 16: Self-Management, Supervision, Management and Leadership

THEME 31: MANAGEMENT OF SELF AND OTHERS

UNIT 3.28: EVALUATE OWN WORK ACCORDING TO AGREED CRITERIA

Unit description:

This unit deals with ability of learners to identify and agree in certain criteria of self-evaluation. Consequently, learners will perform self-evaluation according to those criteria.

Suggested duration:

1.5 hour

Aims and objectives:

This unit aims to impart the learners' criteria of self-evaluation as well as to motivate them to use those pre-agreed criteria in order to measure and assess their own performance.

By the end of this unit learner will:

- Identify criteria of self-evaluation
- Perform self-evaluation in accordance to those criteria

Content of the unit:

- Section 1: Evaluation vs self-evaluation [1 hour]
- Section 2: Effectiveness and efficiency [0,5 hours]

Work Area 17: Business Environment

THEME 32: INDIVIDUAL RIGHTS AND RESPONSIBILITIES

UNIT 3.29: UNDERSTAND, FOLLOW AND APPLY INDIVIDUAL RIGHTS AND RESPONSIBILITIES

Unit description:

The unit describes individual rights and responsibilities of employees in connection with the business activity, with colleagues and partners (suppliers, customer, etc.), as well as matters concerning the obligations of the tasks of job duties, issues of discrimination and prejudice. Finally, it describes the rights and obligations of employees in relation to the Code of Conduct and the description of specific job position characteristics.

Suggested duration:

2 hours

Aims and objectives:

By the end of the unit, learners will be able to:

- Behave according to the principles of the Code of Contact of the company / organization
- Be familiar with the rights and individual responsibilities in a job position.
- To apply the code of conduct of a company in connection with individual rights, responsibilities and specific characteristics of the job.

Content of the unit:

- Section 1: Introduction to individuals' rights and responsibilities [1 hour]
- Section 2: Apply individual rights and responsibilities [1 hour]

THEME 33: MISSION, VISION, VALUES

UNIT 3.30: UNDERSTAND THE COMMUNICATION OF THE ORGANISATION'S MISSIONS, VALUES AND VISION

Unit description:

The unit clarifies the concepts of vision, mission and values presented by a company from its foundation. Learners will understand the above concepts and acknowledge their consequences to the employees of that organisation. Then emphasis will be to promote the mission and importance of the business objectives by employees in accordance with the values of the organization.

Suggested duration:

1 hour

Aims and objectives:

The aim is to understand the role played by the mission vision and values of an organization in order to better reputation and create a positive and effective environment. By understanding these concepts, participants will be able to communicate better the ideas and interests of the organization that presented to others (both inside and outside of the organization).

By the end of the unit, learners will be able to:

- Define the concepts of Mission, objectives and values for the organization.
- Explain why it is important to promote mission, objectives and values of the organisation
- Evaluate results when objectives are not achieved and take responsibility for own actions.

Content of the unit:

- Section 1: Introduction to mission, vision, values [0,5 hours]
- Section 2: The communication of the organisation's missions, values and vision [0,5 hours]

THEME 34: ENVIRONMENTAL SUSTAINABILITY

UNIT 3.31: SUPPORT ENVIRONMENTAL SUSTAINABILITY

Unit description:

The unit analyses the basic concepts of sustainability, economic development, environmental protection and different types of contamination. Learners should understand that it is very important for the growth of an enterprise be linked closely with the implementation of measures and policies for environmental protection. Unit also presents the basic principles and rules for the development of a business that takes account of environmental protection measures. Analysis of the benefits of environmental management systems follows.

Suggested duration:

2 hours

Aims and objectives:

The aim of the program is to create new patterns of behaviour, lifestyle and business operation of individuals and groups for the environment and sustainable development. Emphasis will be given on actions for save energy, recycle materials, reduce CO2 emissions, water pollution reduction and for general actions of environmental protection further aim of the courses of this section is to contribute to the shaping of personal commitment and motivation feelings for active individual and collective mobilization of learners on environmental protection and sustainable development. Finally, learners will improve their skills for identifying and solving environmental problems in accordance with the principles of sustainable development.

Content of the unit:

- Section 1: Introduction to environmental sustainability [1 hour]
- Section 2: Support environmental sustainability [1 hour]

THEME 35: CORPORATE SOCIAL RESPONSIBILITY

UNIT 3.32: IMPLEMENTATION OF CSR ACTIVITIES

Unit description:

This unit discusses the concept of Corporate Social Responsibility and the key aspects that includes such as economic, social, environmental and ethical issues. Learners will learn to recognize the implementation CSR policies of an organization and explain the environmental, social and governance, principles of Corporate Social Responsibility. During the course, learners will learn to link organisational Corporate Social Responsibility strategy with the organisation's internal and external stakeholders. Finally, they learn how a Corporate Social Responsibility strategy for stakeholders can affect organisational performance.

Suggested duration:

2 hours

Aims and objectives:

The general objective of the course is to provide students with general knowledge on Corporate Social Responsibility (principles and practices), and skills to implement responsible corporate strategies at two stepped levels: firstly, by setting the basis of CSR at the heart of companies, and progressively extend the principles of CSR to all stakeholders. The learners should understand in depth the principles behind Corporate Social Responsibility in general, have a deep understanding on their implementation in organizations and companies, and be conscious of the key role played by CSR concrete actions that follow all stakeholders (entrepreneurs, employees, partners, customers, suppliers, authorities, etc.).

Content of the unit:

- Section 1: Introduction to corporate social responsibility [1 hour]
- Section 2: Implementation of CSR activities [1 hour]

THEME 36: CULTURAL AWARENESS AND DIVERSITY

UNIT 3.33: UNDERSTAND CULTURAL AND DIVERSITY AWARENESS

Unit description:

This unit analyses the concepts of cultural diversity and awareness that should have employees in an organization that there is communication and collaboration with people with different cultural characteristics (language, culture, tradition, religion, disabled people, etc.). Provides definitions of Multiculturalism, Diversity and analyses the Human Rights and Gender Equality. The emphasis is on cooperation between people of different cultures, that they have an effective result for the organizations. Finally, there is a detailed presentation about the technique of active listening.

Suggested duration:

2 hours

Aims and objectives:

The main objective of the program for Cultural Awareness and Diversity is the acquisition of skills that contribute to constructive coexistence in a multicultural working environment. The aim is the acceptance and respect of differences, but also the recognition of their cultural identity, through a daily effort of communication, understanding and cooperation. In summary, the objectives of the program:

- Recognition and understanding of the difference.
- Respect of different cultures
- Positive attitude and perception towards the differences of cultures, otherness, diversity.
- Focusing on the commonalities of different groups
- Interaction between different individuals in the workplace.
- Awareness of the power and value of cultural diversity
- Awareness of human rights
- Equal opportunities.

Content of the unit:

- Section 1: Introduction to cultural and diversity awareness [1 hour]
- Section 2: Dealing with cultural and diversity statements [1 hour]

THEME 37: MULTI-TASKING

UNIT 3.34: DEMONSTRATE MULTI-TASKING SKILLS

Unit description:

The unit consist of techniques and methods to be followed by an employee to be able to handle multiple tasks successfully and with best results. In the first part of the section presents the theoretical foundation to manage multiple tasks. In the second part of the module are shown concrete tools to help effective management multitasking.

Suggested duration:

1,5 hours

Aims and objectives:

The program's aim is to teach learners to manage correctly and quickly multitask. Will be presented techniques and tools to help solve problems on the management multitasking. Objectives of the program is learners be able to apply one or more problems appearing during the accomplishment of one or more tasks by selecting and applying basic methods, tools, materials and information. With the implementation of the program will be able to handle and manage more than one task at the same time. Therefore, participants will be able to plan; monitor and guide each work together with all the other tasks, effectively and efficiently, in order each action can achieve their goals: reach the overall aim of an organization according to the predefined results within the timeframe and budget.

Content of the unit:

- Section 1: Introduction to multi-tasking [0,5 hours]
- Section 2: Techniques of multitasking management [1 hour]

THEME 38: SELF IMAGE AND ORGANISATION IMAGE

UNIT 3.35: PRESENTING A POSITIVE IMAGE OF SELF AND THE ORGANISATION THROUGH ADAPTATION OF BEHAVIOUR

Unit description:

This unit provides a description of the positive and professional conduct that should have employees in contact with colleagues, partners, customers, suppliers, etc. Presents techniques and methods to deal with difficult situations in the workplace in a positive and professional manner.

Suggested duration:

1,5 hours

Aims and objectives:

The aim of this unit is to foster a positive and professional profile of the participants so that they can face difficult situations and have the best results. The objectives of units to enable learners to hold their nerves and to manage all their activities by a positive and professional manner.

By the end of the unit, learners will be able to:

- List and explain positive and professional manners in difficult situation like working to deadlines, contact with a client, etc.
- Analyse difficult situations and have the most appropriate behaviour.
- Build engagement with customers and influence their buying decisions of your product.
- Learn how to use social media tools and create a social media communication plan.
- Acquire an updated vision of the possibilities of social media for personal and professional purposes.

Content of the unit:

- Section 1: Introduction to professional image [0,5 hours]
- Section 2: Positive image of self and the organisation [1 hour]

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