Administration Personnel?

Learning is not only classroom

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

Intellectual Output O5- FOUR Qualification Frameworks of EUPA Level 2-5

(Intellectual Output 5)

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Program:	Erasmus+
Key Action:	2- Strategic Partnership
Project Title:	**Validation of Formal, Non-Formal and Informal Learning: The case study of Administration Personnel**
Project Acronym:	EUPA_NEXT
Project Agreement Number:	2015-1-CY01-KA202-011853
Intellectual Output Number:	5
Intellectual Output:	**Three qualification frameworks of EUPA_NEXT levels 2-5**

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Table of Contents

EXECUTIVE SUMMARY 9

WORK AREA 1: OFFICE PROCEDURES 10

Theme 1: Mail 10

Unit 2.1: Handle the Mail 10

Theme 2: Stock 11

Unit 2.2: Handle the Stock 11

WORK AREA 2: OFFICE EQUIPMENT AND TECHNOLOGY 12

Theme 3: Office Equipment 12

Unit 2.3: Use of office equipment to carry out simple tasks including simple troubleshoting 12

Unit 3.1: Use of office equipment to carry out tasks and to solve problems 12

WORK AREA 3: COMMUNICATION AND SOCIAL, TELEPHONE HANDLING, CODE OF CONDUCT, EQUAL OPPORTUNITIES AND RELATIONSHIPS 13

Theme 4: Business Communication 13

Unit 2.4: Use of business communication skills clearly and effectively 13

Unit 3.2: Use of appropriate business communication skills for selected audiences and intended outcomes 13

Unit 4.1: Use of business communication skills to generate solutions in specific situations 14

Theme 5: Telephone Techniques 15

Unit 2.5: Use telephone techniques effectively 15

Unit 3.3: Use telephone techniques effectively in accordance with organIzational rules and procedures 15

Theme 6: Code of conduct and equal opportunities 16

Unit 2.6: Understand and apply code of conduct according to organizational principles 16

Unit 3.4: Explain and apply the code of conduct in a variety of situations 16

Unit 4.2: Address ISSUES OF Equal Opportunities 16

Unit 4.3: Improve Code of conduct 17

Theme 7: Relationships 18

Unit 2.7: Recall and apply key principles of good relationships with customers, exteral stakeholders and collegues

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in a clear and effective way 18
Unit 3.5: Build and improve working relationships 18

WORK AREA 4: WRITTEN COMMUNICATION 19

Theme 8: Written Communication 19
Unit 2.8: Use written communication skills to produce a variety of routine business documents 19
Unit 3.6: Use written communication skills to producde non-routine documents based on specific instructions .. 19
Unit 4.4: Use written Communication skills to generate non-standard documents based on the needs of the reader and contribute to the improvement of written communication 20

WORK AREA 5: FILING SYSTEM DOCUMENTATION AND DATABASES 21

Theme 9: Filing 21
Unit 2.9 Use filing skills to maintain an established system 21
Unit 3.7: Use filing skills to design and maintain a filing system given specific instructions 21

Theme 10: Business Documents 22
Unit 2.10: Interpet Routine business documents 22

Theme 11: Databases 23
Unit 2.11: Use basic database skills to enter information in a database 23
Unit 3.8: Select and apply database tools to collect and organise information in a database 23

WORK AREA 6: BOOKKEEPING, ACCOUNTING AND FINANCIAL TRANSACTIONS 24

Theme 12: Bookkeeping, Accounting and Financial Transactions 24
Unit 2.12: Perform ROUTINE BUSINESS TRANSACTIONS 24
Unit 3.9: Perform more complex accounting/ financial transactions 24

WORK AREA 7: BUSINESS TRAVEL, DIARY SYSTEMS, MEETING ORGANIZATION AND EVENT MANAGEMENT 25

Theme 13: Business travel and accommodation 25
Unit 2.13: Recommend business travel and accommodation arrangements and prepare relevant documentation 25
Unit 3.10: Organise business travel and accommodation arrangements 25

Theme 14: Meetings 27

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Unit 2.14: Prepare for a routine meeting (including meeting documentation) 27
Unit 3.11: Plan, organise and support meetings and recommend improvements to the procedures 27
Unit 4.5: Design, plan, organise meetings and other events 27
Unit 5.1: Design, plan, organise meetings and other events 28

Theme 15: Diary Systems 29
Unit 2.15: Use diary systems for routine business purposes 29
Unit 3.12: Design (control the type of information needed) and manage diary sytems 29
Unit 4.6: Recommend improvements to diary systems 30

WORK AREA 8: VISITORS/ CUSTOMER SERVICE 31

Theme 16: Visitors/Customers 31
Unit 2.16: handle visitors and customers with professionalism 31
Unit 3.13: serve customers in accordance with organisational principles 31
Unit 4.7: Deliver, monitor and evaluate customer service to internal and external customers 32

WORK AREA 9: ICT SKILLS 33

Theme 17: Word Processing 33
Unit 2.17: Use word processing software to produce simple routine document 33
Unit 3.14: Use word processing software to produce non-Routine documents 33
Unit 4.8: Use word processing software to produce non-routine high quality and attractive documents 33

Theme 18: Spreadsheets 34
Unit 2.18: USE spreadsheets to produce simple routine sheets 34
Unit 3.15: Use spreadsheets to produce non-routine sheets 34
Unit 4.9: Use spreadsheets to produce non-routine complex sheets 34

Theme 19: Presentations 35
Unit 2.19: Use presentation software to produce simple routine presentations 35
Unit 3.16: Use presentation software to produce non- routine presentations 35
Unit 4.10: Use presentation software to produce non- routine complex presentations 35

Theme 20: Internet 36
Unit 2.20: Use the internet to carry out simple tasks 36
Unit 3.17: Use internet to accomplish tasks using different techniques and tools 36

Theme 21: Emails 37

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Unit 2.21: Use email to carry out simple tasks 37
Unit 3.18: Use email to accomplish tasks (such as complex emails or instant messaging) 37

Theme 22: Synchronisation between electronic devices 38
Unit 3.19: Use electronic database skills to accomplish synchronisation between devices 38

Theme 23: Using Social Media 39
Unit 3.20: Use social media to promote the organisation and its activities 39

WORK AREA 10: PROJECTS 40

Theme 24: Projects 40
Unit 3.21: Use Project Management skills to accomplish implementation of a low-risk simple project 40
Unit 4.11: Use Project Management skills to accomplish implementation of a complex project with significant levels of risk 40

WORK AREA 11: HR ISSUES 41

Theme 25: Human Resources 41
Unit 3.22: Possess the knowledge and skills to accomplish basic tasks related to HR Issues 41
Unit 4.12: Possess the knowledge and skills to generate solutions related to HR Issues 41

WORK AREA 12: NUMERIC SKILLS 42

Theme 26: Numeric Skills 42
Unit 2.22: Make basic mathematical calculations 42
Unit 3.23: Apply a range of basic numerical skills 42

WORK AREA 13: FOREIGN LANGUAGES 43

Theme 27: Languages 43
Unit 3.24: Deal verbally with key work tasks or routine discussions 43
Unit 4.13: Deal verbally with key work tasks or complex discussions 43
Unit 3.25: Produce written materials to deal with routine work tasks 43
Unit 4.14: Produce written materials to deal with non-routine work tasks 44

WORK AREA 14: OFFICE EFFECTIVENESS AND EFFICIENCY 45

Theme 28: Planning/Time Management 45

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Unit 3.26: Use planning skills to accomplish tasks to agreed deadlines 45
Unit 4.15: Use planning and time management skills to achieve own short term and long term objectives 45

Theme 29: Facilities Management 46
Unit 4.16: Manage Office Facilities 46

WORK AREA 15: TEAM DYNAMICS 47

Theme 30: Team Dynamics 47
Unit 3.27: Use teamwork principles to accomplish group tasks 47
Unit 4.17: Generate solutions through teamwork and evaluate and improve the success of team working activity 47

WORK AREA 16: SELF-MANAGEMENT, SUPERVISION, MANAGEMENT AND LEADERSHIP 48

Theme 31: Management of self and others 48
Unit 3.28: Evaluate own work according to agreed criteria 48
Unit 4.18: Exercise Self-Management in predictable situations and supervise the routine work of others 48
Unit 5.2: Exercise management in unpredictable situations and develop evaluation criteria in order to review and develop performance of others 49
Unit 5.3: Manage own performance in the business environment 49
Unit 5.4: Demonstrate Leadership Skills 49

WORK AREA 17: BUSINESS ENVIRONMENT 51

Theme 32: Individual Rights and Responsibilities 51
Unit 3.29: Understand, follow and apply individual rights and responsibilities 51

Theme 33: Mission, vision, values 52
Unit 3.30: Understand the communication of the organisation's missions, VALUES and vision 52

Theme 34: Environmental Sustainability 53
Unit 3.31: Support Environmental Sustainability 53

Theme 35: Corporate Social Responsibility 54
Unit 3.32: Implement of CSR activities 54

Theme 36: Cultural Awareness and Diversity 55

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Unit 3.33: Understand cultural and diversity awareness 55
Unit 4.19: Adopt behaviour and actions in accordance with cultural and diversity awareness 55

Theme 37: Multi-tasking 56
Unit 3.34: Demonstrate Multi-tasking Skills 56

Theme 38: Self Image and Organisation Image 57
Unit 3.35: Present a positive image of self and the organisation through adaptation of behaviour 57
Unit 4.20: Develop a positive image of self and the organisation 57

WORK AREA 18: GENERAL LEGISLATION 58

Theme 39: Legislation 58
Unit 4.21: Demonstrate knowledge of law to generate solutions to possible issues 58
Unit 5.5: Demonstrate knowledge of law to generate solutions to more abstract issues 58

WORK AREA 19: TENDERS 59

Theme 40: Tenders 59
Unit 4.22: Manage Calls for tenders 59

WORK AREA 20: ASSISTANCE AT A CORPORATE LEVEL 60

Theme 41: Corporate Level 60
Unit 5.6: Demonstrate assistance at a corporate level 60

WORK AREA 21: INNOVATION AND CHANGE 61

Theme 42: Innovation and Change 61
Unit 5.7: Demonstrate Openness to change 61

WORK AREA 22: PA AS A MANAGER 62

Theme 43: Responsibility, Self-confidence, Persistence, Initiative, Entrepreneurship 62
Unit 5.8: Act as a Manager 62

CHECKLIST 63

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Executive Summary

This deliverable is the qualification framework for administrative personnel in four different EQF levels namely level 2,3,4 and 5

The qualification framework is structured in «**work areas»** and in each work area there are different «**units»** (from different levels). In this way one can see the progression in levels within the work area. The concept of the «**theme**» is also introduced as some work areas deal with more than one themes.

For each of the units the code of the unit, the number of learning outcomes and the ECVET points allocated to that unit are presented.

The current version is a short version of the qualification framework that presents the learning outcomes in a holistic approach. A longer version of the qualification framework exists that presents the learning outcomes analysed in knowledge, skills and competences.

This version is also available (but only in the English language) in the website of the project.

Work Area 1: Office Procedures

Theme 1: Mail

UNIT 2.1: HANDLE THE MAIL

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **4**

LO1	Demonstrate the ability to describe and follow the procedure through which the organisation handles incoming and outgoing mail.
LO2	Demonstrate the ability to arrange incoming mail appropriately (control of documents, delivery to the right persons, etc.).
LO3	Demonstrate the ability to collect, arrange and dispatch outgoing mail accurately.

Theme 2: Stock

UNIT 2.2: HANDLE THE STOCK

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **3**

LO4	Demonstrate the ability to explain, describe and follow the stock control procedures that apply in the office in order for the office to run smoothly. Recommend improvements to these procedures.
LO5	Demonstrate the ability to maintain the right level of stock needed to run the office smoothly using specific procedures and tools

Work Area 2: Office Equipment and Technology

Theme 3: Office Equipment

UNIT 2.3: USE OF OFFICE EQUIPMENT TO CARRY OUT SIMPLE TASKS INCLUDING SIMPLE TROUBLESHOTING

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **4**

LO6	Demonstrate the ability to identify the proper use of office equipment to meet different simple business tasks and use this equipment, carry out simple trouble shooting in accordance with health and safety legislation and regulations.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **5**

LO39	Demonstrate the ability to follow organisational procedures for the use of common office equipment such as photocopiers, printers and faxes, in order to perform specific and regular tasks; recommend improvements to procedures.
LO40	Demonstrate the ability to solve problems with office equipment using tools such as checklists and, where necessary, asking help from colleagues.
LO41	Demonstrate the ability to explain how to identify repairs needed to the facilities and equipment of an office; describe procedures for dealing with repairs needed; explain the types of problems that arise with the use and supervision of office facilities and equipment, and how to deal with them.

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

Theme 4: Business Communication

UNIT 2.4: USE OF BUSINESS COMMUNICATION SKILLS CLEARLY AND EFFECTIVELY

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **5**

LO7	Demonstrate the ability to recall the main principles of effective verbal and non-verbal communication and demonstrate competence in applying these principles in a clear and effective way.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **5**

LO42	Demonstrate the ability to explain the benefits of effective communication in the workplace and to solve problems through communication as well as to select the most appropriate methods for selected audiences and intended outcomes
LO43	Demonstrate the ability to accept the behaviour and views of others and express frustration and disagreement in a constructive way
LO44	Demonstrate the ability to make basic conversations or presentations using agreed principles that include the use of body language and tone of voice;

UNIT 4.1: USE OF BUSINESS COMMUNICATION SKILLS TO GENERATE SOLUTIONS IN SPECIFIC SITUATIONS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **7**

LO101	Demonstrate the ability to interact with others effectively and efficiently, and generate solutions in specific situations through the use of effective communication techniques.

Theme 5: Telephone Techniques

UNIT 2.5: USE TELEPHONE TECHNIQUES EFFECTIVELY

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **11**

L08	Demonstrate the ability to recall the main principles of effective telephone communication and demonstrate competence in applying these principles in a clear and effective way.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **5**

LO45	Demonstrate the ability to explain and demonstrate effective use of telephone skills according to organisational procedures; monitor the application of these skills and recommend changes in order to improve the experience of customers.

Theme 6: Code of conduct and equal opportunities

UNIT 2.6: UNDERSTAND AND APPLY CODE OF CONDUCT ACCORDING TO ORGANIZATIONAL PRINCIPLES

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **4**

LO9	Demonstrate the ability to define, describe and follow the organisation's Code of Conduct within the social, economic and cultural context.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO46	Demonstrate the ability to explain and apply the organisation's Codes of Conduct within a social, economic and cultural context.

UNIT 4.2: ADDRESS ISSUES OF EQUAL OPPORTUNITIES

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO102	Explain how issues of equal opportunities, disability, gender, sexual orientation, ageism, sexual harassment and religion are applied by various institutions at local, regional, national, European and international levels. Describe how to assess and address the above mentioned issues. Recommend improvements in the organisation's policies to address the above mentioned issues

UNIT 4.3: IMPROVE CODE OF CONDUCT

Unit Level: 4

Description of the unit:

Number of learning outcomes within the Unit: 1

Number of ECVET points: **3**

LO103	Demonstrate the ability to understand, justify and recommend improvements to the organisation's Code of Conduct within a social, economic and cultural context in order to meet customer and colleagues expectations.

Theme 7: Relationships

UNIT 2.7: RECALL AND APPLY KEY PRINCIPLES OF GOOD RELATIONSHIPS WITH CUSTOMERS, EXTERAL STAKEHOLDERS AND COLLEGUES IN A CLEAR AND EFFECTIVE WAY

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **4**

LO10	Demonstrate the ability to recall the key principles of data protection, **security and confidentiality** within the workplace and in the business environment and apply these principles effectively and efficiently.
LO11	Demonstrate the ability to recall the key principles of good relationships with **customers** and **other external stakeholders,** demonstrate competence in applying these principles in a clear and effective way. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.
LO12	Demonstrate the ability to recall the key principles of good working relationships **within the organisation** and demonstrate competence in applying these principles in a clear and effective way within the organisation. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.

UNIT 3.5: BUILD AND IMPROVE WORKING RELATIONSHIPS

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **4**

LO47	Demonstrate the ability to build positive working relationships with customers, suppliers and other stakeholders as well as within the organisation, using the key principles of good working relationships.
LO48	Analyse and evaluate feedback from customers, suppliers and other stakeholders as well as from employees of the organisation.
LO49	Evaluate key principles of good functional relationships agreed and applied within the organisation and recommend improvements that will enhance the interaction between the organisation and its external environment

Work Area 4: Written Communication

Theme 8: Written Communication

UNIT 2.8: USE WRITTEN COMMUNICATION SKILLS TO PRODUCE A VARIETY OF ROUTINE BUSINESS DOCUMENTS

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **5**

LO13	Demonstrate the ability to recall the main principles of effective forms of written communication and demonstrate competence in applying these principles in a clear and effective way in order to produce simple routine documents.
LO14	Demonstrate the ability to produce a variety of routine business documents (based on predefined templates).
LO15	Demonstrate the ability to communicate in writing in the business environment (use business terms, avoid jargon etc.)

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 8
Number of ECVET points: **7**

LO50	Demonstrate the ability to explain different styles and tones of language, and situations when they may be used in written communication as well as how written communication can be adapted for meeting the needs and characteristics of different audiences;
LO51	Demonstrate the ability to describe the importance of confidentiality when communicating in writing
LO52	Demonstrate the ability to identify relevant sources of information that may be used when preparing written and/or electronic non routine documents.
LO53	LO53: Demonstrate the ability to use effective ways of reviewing written information for accuracy of content and spelling/grammar.

LO54	Demonstrate the ability to identify the different types of business documents and select the appropriate one in each situation.
LO55	Demonstrate the ability to create different types of non-routine documents after given specific instructions
LO56	Demonstrate the ability to prepare short reports from notes
LO57	Demonstrate the ability to prepare text from recorded audio instructions or shorthand

UNIT 4.4: USE WRITTEN COMMUNICATION SKILLS TO GENERATE NON-STANDARD DOCUMENTS BASED ON THE NEEDS OF THE READER AND CONTRIBUTE TO THE IMPROVEMENT OF WRITTEN COMMUNICATION

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **6**

LO104	Demonstrate the ability to assess requirements on written information of colleagues, customers and stakeholders; covering qualitative and quantitative information, tacit and explicit knowledge, both official and unofficial policy and opinion documents. Respond to these needs through the development of appropriate written communication
LO105	Improve and enhance systems of written communications as part of a coherent organisation-wide approach to the improvement of the quality of business communication.

Work Area 5: Filing System Documentation and Databases

Theme 9: Filing

UNIT 2.9 USE FILING SKILLS TO MAINTAIN AN ESTABLISHED SYSTEM

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **4**

LO16	Demonstrate the ability to maintain established physical and electronic filing systems.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **4**

LO58	Demonstrate File Management skills including the design and maintenance of an efficient filing system given specific instructions (as well as the identification of the equipment or electronic methods required for filing).
LO59	Demonstrate the ability to analyse current organisational File Management practice and recommend improvements within the roles and responsibilities.

Theme 10: Business Documents

UNIT 2.10: INTERPET ROUTINE BUSINESS DOCUMENTS

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **3**

LO17	Demonstrate the ability to prepare, interpret and check entries of routine business documents.

Theme 11: Databases

UNIT 2.11: USE BASIC DATABASE SKILLS TO ENTER INFORMATION IN A DATABASE

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **4**

LO18	Demonstrate the ability to enter, edit, organise and store accurate and relevant data in an existing database system (electronic or manual).

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **3**

LO60	Demonstrate the ability to use different methods and different information systems to collect information
LO61	Demonstrate the ability to store relevant information in different systems, enter information into databases, edit and organise information in a database.

Work Area 6: Bookkeeping, Accounting and Financial Transactions

Theme 12: Bookkeeping, Accounting and Financial Transactions

UNIT 2.12: PERFORM ROUTINE BUSINESS TRANSACTIONS

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **4**

LO19	Demonstrate the ability to make Business Transactions and to implement simple and routine accounting (eg petty cash reconciliation)
LO20	Demonstrate the ability to make payments to suppliers and receive payments from customers in conformity with organisational procedures.

UNIT 3.9: PERFORM MORE COMPLEX ACCOUNTING/ FINANCIAL TRANSACTIONS

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **4**

LO62	Demonstrate the ability to operate customer and supplier accounts manually or using an electronic accounting system that conforms to national norms and procedures.
LO63	Demonstrate the ability to describe the basic concepts of accounting (for example Debit and Credit entries)

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

Theme 13: Business travel and accommodation

UNIT 2.13: RECOMMEND BUSINESS TRAVEL AND ACCOMMODATION ARRANGEMENTS AND PREPARE RELEVANT DOCUMENTATION

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **2**

LO21	Demonstrate the ability to recommend business travel and accommodation arrangements in accordance with a deadline and in line with budget requirements and organisational procedures.
LO22	Demonstrate the ability to produce and collate travel documentation within an appropriate timescale in order to meet traveller's needs and legal requirements (e.g. visa procedures).
LO23	Demonstrate the ability to state the importance of checking travel plans immediately prior to the journey and carry out the process in a clear and effective way.

UNIT 3.10: ORGANISE BUSINESS TRAVEL AND ACCOMMODATION ARRANGEMENTS

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 6
Number of ECVET points: **3**

LO64	Demonstrate the ability to prepare travel, accommodation requirements in conformity with budgetary procedures.
LO65	Demonstrate the ability to book travel arrangements and accommodation as agreed with the traveller in conformity with budgetary procedures.
LO66	Demonstrate understanding of the necessity of checking the draft itinerary and schedule with the traveller before final booking.

LO67	Demonstrate the ability to arrange credit and payment facilities for travellers in conformity with budgetary procedures.
LO68	Demonstrate the ability to solve problems that may arise and, where necessary, refer issues to operational/financial managers.
LO69	Provide the traveller with an itinerary and required documents in good time and confirm with the traveller that itinerary and documents meet requirements.

Theme 14: Meetings

UNIT 2.14: PREPARE FOR A ROUTINE MEETING (INCLUDING MEETING DOCUMENTATION)

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **4**

LO24	Demonstrate the ability to prepare for a routine meeting by drawing up a simple checklist, liaising with the Chair of the meeting, and produce the relevant documents required.
LO25	Demonstrate the ability to produce drafts of all pre and post-meeting documentation before and after a routine meeting

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **3**

LO70	Analyse the organisation, documents and materials provided for a meeting and make recommendations for any improvements.
LO71	Demonstrate the ability to plan, organise and support meetings.
LO72	Demonstrate the ability to complete actions required after a meeting and to carry out action points arising from the meeting.

UNIT 4.5: DESIGN, PLAN, ORGANISE MEETINGS AND OTHER EVENTS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **10**

LO106	Demonstrate the ability to carry out successfully the role of an event organiser in planning a meeting, conference or another event that meets the defined objectives, participants' expectations and stays within the given budget.
LO107	Demonstrate the ability to carry out the necessary preparation before the event ensuring participant requirements, health and safety requirements and legal requirements are addressed and met.

UNIT 5.1: DESIGN, PLAN, ORGANISE MEETINGS AND OTHER EVENTS

Unit Level: 5
Description of the unit:
Number of learning outcomes within the Unit: 4
Number of ECVET points: **20**

LO145	Demonstrate the ability to develop and agree the concept for an event based on sound market research and good understanding of the needs and interests of likely participants, taking account of previous or competing events as well as introducing elements of innovation and creativity.
LO146	Demonstrate the ability to research and agree the objectives for the event, evaluate the feasibility of these objectives in operational and financial terms; negotiate and agree a final brief before further planning takes place.
LO147	Demonstrate the ability to develop and agree a Business Plan for an event and negotiate internal finance and external sponsorship.
LO148	Demonstrate the ability to identify, negotiate and secure a venue for an event, which meets relevant operational and budgetary requirements based on the Business Plan for the event and that forms the basis for a contract with the venue manager.

Theme 15: Diary Systems

UNIT 2.15: USE DIARY SYSTEMS FOR ROUTINE BUSINESS PURPOSES

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 4
Number of ECVET points: **2**

LO26	Demonstrate the ability to operate an electronic diary for routine business purposes to meet the needs of workgroups and customers.
LO27	Demonstrate the ability to compare and contrast paper and electronic diary systems and report on findings to line manager.
LO28	Demonstrate the ability to use diary systems to handle requests from others for new or modified diary entries in order to provide effective business support.
LO29	Demonstrate the ability to make accurate diary entries and maintain an up-to-date system.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **2**

LO73	Demonstrate the ability to manage diary systems to meet the needs of the workgroup and its internal and external customers/clients.
LO74	Demonstrate the ability to design a diary system that is appropriate for the company or organisation
LO75	Demonstrate the ability to analyse information from diary operators and users in order to recommend enhancements and necessary training.

UNIT 4.6: RECOMMEND IMPROVEMENTS TO DIARY SYSTEMS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **3**

LO108	Analyse the effectiveness of existing diary systems based on users' needs and business requirements in order to make recommendations for improvements and the necessary training.

Work Area 8: Visitors/ Customer Service

Theme 16: Visitors/Customers

UNIT 2.16: HANDLE VISITORS AND CUSTOMERS WITH PROFESSIONALISM

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **10**

LO30	Demonstrate the ability to welcome visitors and customers in a professional manner, identify the purpose of their visit and make them feel welcome during their period of waiting.
LO31	Demonstrate the ability to use appropriate tone of voice and body language when dealing with visitors and customers.
LO32	Demonstrate a basic understanding of customer care principles and be able to apply these in an effective way, including the ability to solve routine problems using simple rules to the satisfaction of visitors and customers.

UNIT 3.13: SERVE CUSTOMERS IN ACCORDANCE WITH ORGANISATIONAL PRINCIPLES

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **5**

LO76	Demonstrate an understanding of customer care principles as well as the ability to apply these in accordance with organisational principles. Be able to adopt behaviour appropriate to the needs of the customer. Be able to solve customer's problems and complaints by following methods and tools adopted by the organisation.

UNIT 4.7: DELIVER, MONITOR AND EVALUATE CUSTOMER SERVICE TO INTERNAL AND EXTERNAL CUSTOMERS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **5**

LO109	Demonstrate the ability to deliver, monitor and evaluate customer service to internal customers by providing and continuously improving services to these customers.
LO110	Demonstrate the ability to deliver, monitor and evaluate customer service to external customers by providing and continuously improving services to external customers.

Work Area 9: ICT Skills

Theme 17: Word Processing

UNIT 2.17: USE WORD PROCESSING SOFTWARE TO PRODUCE SIMPLE ROUTINE DOCUMENT

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **6**

LO33	Demonstrate the ability to use word processing software safely and securely to produce simple documents that meet the requirements of the office.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **5**

LO77	Demonstrate the ability to use Word Processing techniques at an intermediate level to produce non-routine documents.

UNIT 4.8: USE WORD PROCESSING SOFTWARE TO PRODUCE NON-ROUTINE HIGH QUALITY AND ATTRACTIVE DOCUMENTS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **7**

LO111	Demonstrate Skills in using word processing techniques at an advanced level to produce high quality and attractive documents to agreed specifications using available design and production resources. Take some responsibility for the evaluation of the result

Theme 18: Spreadsheets

UNIT 2.18: USE SPREADSHEETS TO PRODUCE SIMPLE ROUTINE SHEETS

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **3**

LO34	Demonstrate the ability to use a spreadsheet safely and securely to enter, edit and organise numerical and other data including simple formulas to meet the routine requirements of the office.

UNIT 3.15: USE SPREADSHEETS TO PRODUCE NON-ROUTINE SHEETS

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **3**

LO78	Demonstrate the ability to use a spreadsheet safely and securely to enter, edit and organise numerical and other data including more advanced formulas in order to meet the non-routine requirements of the office.

UNIT 4.9: USE SPREADSHEETS TO PRODUCE NON-ROUTINE COMPLEX SHEETS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **5**

LO112	Demonstrate skills in using Spreadsheet software at an advanced level to produce complex worksheets that conform to agreed specifications. Take some responsibility for the evaluation of the result

Theme 19: Presentations

UNIT 2.19: USE PRESENTATION SOFTWARE TO PRODUCE SIMPLE ROUTINE PRESENTATIONS

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **3**

LO35	Demonstrate the ability to use presentation software safely and securely to produce simple electronic presentations that meet the requirements of the office

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO79	Demonstrate the ability to use presentation software tools and techniques at an intermediate level to produce non-routine electronic presentations

UNIT 4.10: USE PRESENTATION SOFTWARE TO PRODUCE NON- ROUTINE COMPLEX PRESENTATIONS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **4**

LO113	Demonstrate skills in using presentation software at an advanced level to produce complex electronic presentations. Take some responsibility for the evaluation of the result

Theme 20: Internet

UNIT 2.20: USE THE INTERNET TO CARRY OUT SIMPLE TASKS

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **10**

LO36	Demonstrate the ability to connect to internet sites safely and securely using browser software and search tools including identification of relevant business sites and communicating information online as required by the office.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **5**

LO80	Demonstrate the ability to select and set up an appropriate connection to access the Internet. Set up, monitor and adjust browser tools and settings to make software easier to use. Locate information efficiently, manage and use references and store information. Work responsibly and take appropriate safety and security precautions.

Theme 21: Emails

UNIT 2.21: USE EMAIL TO CARRY OUT SIMPLE TASKS

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **3**

LO37	Demonstrate the ability to use email software tools and techniques to compose and send messages; manage incoming email efficiently, safely and securely to meet the requirements of the office.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **5**

LO81	Demonstrate the ability to use email and communication software tools, Skype, instant messaging, and to use different options (e.g. attachments, voting buttons, etc.) and link to other office tools (e.g. address book and diary); archive email messages efficiently and securely and carry out troubleshooting of users' problems.

Theme 22: Synchronisation between electronic devices

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO82	Demonstrate the ability to use synchronization between devices (e.g. mobile device and outlook).

Theme 23: Using Social Media

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO83	Demonstrate the ability to use social media to promote the organisation and its activities.

Work Area 10: Projects

Theme 24: Projects

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **1**

LO84	Demonstrate the ability to define, design and implement a simple low-risk project; entering, editing and updating information on project tasks and resources. Select and use appropriate processes and tools to display and report on project status.

UNIT 4.11: USE PROJECT MANAGEMENT SKILLS TO ACCOMPLISH IMPLEMENTATION OF A COMPLEX PROJECT WITH SIGNIFICANT LEVELS OF RISK

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 6
Number of ECVET points: **4**

LO114	Appreciate the importance of risks in project management and handle risks in an effective way
LO115	Demonstrate the ability to apply skills, knowledge and competencies to manage a project using relevant (software) tools.
LO116	Demonstrate the ability to apply soft skills such as, communication, interpersonal skills and leadership to the management of projects..
LO117	Demonstrate the ability to apply sector specific knowledge to the planning, implementation and evaluation of projects.
LO118	Demonstrate the ability to apply financial management competencies to the efficient and effective operation of projects.
LO119	Demonstrate the ability to predict problems during a project and provide appropriate feedback as well as to generate solutions to complex issues related to the project management of a project.

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 Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **1**

LO85	Demonstrate the ability to accomplish basic and administrative tasks related to HR, such as holiday and overtime issues.
LO86	Demonstrate the ability to identify and set up administrative procedures for employee training under supervision.

UNIT 4.12: POSSESS THE KNOWLEDGE AND SKILLS TO GENERATE SOLUTIONS RELATED TO HR ISSUES

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **3**

LO120	Understand learning theories and learning styles in order to plan and provide the requirements/specifications for design of training and development; be able to evaluate a training event; use appropriate funding mechanisms for skills development initiatives.
LO121	Understand the difference between personnel management and human resource management in order to support the recruitment, motivation and retention of employees.
LO122	Demonstrate the ability to ensure that the due process of termination of employment is followed and prepare the appropriate documentation.

Work Area 12: Numeric Skills

Theme 26: Numeric Skills

UNIT 2.22: MAKE BASIC MATHEMATICAL CALCULATIONS

Unit Level: 2
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO38	Demonstrate knowledge of, and the ability to apply, basic mathematical calculations in simple business situations (e.g. calculate discount or vat).

UNIT 3.23: APPLY A RANGE OF BASIC NUMERICAL SKILLS

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO87	Demonstrate knowledge of, and the ability to apply, basic mathematical principles and processes in everyday contexts at work to accomplish different business tasks (e.g. calculate the area of the office).

Work Area 13: Foreign Languages

Theme 27: Languages

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO88	Demonstrate the necessary foreign language skills (CEFR level B1) to handle work/social requirements and communicate effectively in a wide range of routine situations.

UNIT 4.13: DEAL VERBALLY WITH KEY WORK TASKS OR COMPLEX DISCUSSIONS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **4**

LO123	Demonstrate the necessary foreign language skills (CEFR Level B2)to interact with other people effectively and efficiently in a wide range of non-routine situations.

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **1**

LO89	Demonstrate the necessary skills to use the foreign language in its written form (CEFR level B1) in routine work and social contexts.

UNIT 4.14: PRODUCE WRITTEN MATERIALS TO DEAL WITH NON-ROUTINE WORK TASKS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **5**

LO124	Demonstrate the necessary skills to use the foreign language in its written form (CEFR Level B2) in most occupational and social contexts including non-routine ones.

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 Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **3**

LO90	Demonstrate the ability to prioritise all activities to ensure work is completed to agreed deadlines.

UNIT 4.15: USE PLANNING AND TIME MANAGEMENT SKILLS TO ACHIEVE OWN SHORT TERM AND LONG TERM OBJECTIVES

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **5**

LO125	Demonstrate the ability to set own short-term and long-term objectives within the organisation's Development Plan.
LO126	Demonstrate the ability to use Time Management skills to manage own time in order to reach own short- and long-term objectives.

Theme 29: Facilities Management

UNIT 4.16: MANAGE OFFICE FACILITIES

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 4
Number of ECVET points: **6**

LO127	Demonstrate the ability to provide and maintain office facilities and equipment to meet the needs of the users.
LO128	Demonstrate the ability to co-ordinate the use of office resources.
LO129	Demonstrate the ability to implement, communicate, review and evaluate office systems and procedures.
LO130	Demonstrate the ability to ensure that office facilities and equipment are used effectively and efficiently.

Work Area 15: Team Dynamics

Theme 30: Team Dynamics

UNIT 3.27: USE TEAMWORK PRINCIPLES TO ACCOMPLISH GROUP TASKS

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO91	Demonstrate, understand and use the principles of team working to accomplish group tasks.

UNIT 4.17: GENERATE SOLUTIONS THROUGH TEAMWORK AND EVALUATE AND IMPROVE THE SUCCESS OF TEAM WORKING ACTIVITY

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **4**

LO131	Demonstrate the ability to generate solutions through team building activities.
LO132	Demonstrate the ability to evaluate and improve the performance of teams within the organisation

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 Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **1**

LO92	Demonstrate the ability to evaluate own work according to agreed criteria.

UNIT 4.18: EXERCISE SELF-MANAGEMENT IN PREDICTABLE SITUATIONS AND SUPERVISE THE ROUTINE WORK OF OTHERS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **4**

LO133	Demonstrate the ability to exercise self-management in situations that are usually predictable but are subject to change.
LO134	Demonstrate the ability to understand the needs of others in the team and act appropriately. Be able to supervise the routine work of others, taking some responsibility for the evaluation and improvement of work.
LO135	Develop own administration team taking into account the impact of different technologies and cultural paradigms

UNIT 5.2: EXERCISE MANAGEMENT IN UNPREDICTABLE SITUATIONS AND DEVELOP EVALUATION CRITERIA IN ORDER TO REVIEW AND DEVELOP PERFORMANCE OF OTHERS

Unit Level: 5
Description of the unit:
Number of learning outcomes within the Unit: 3
Number of ECVET points: **14**

LO149	Demonstrate the ability to exercise management and supervision in activities where there is unpredictable change.
LO150	Demonstrate the ability to agree team performance targets to contribute to meeting strategic objectives, mentor and coach team to reach their targets, and evaluate performance.
LO151	Demonstrate the ability to formulate and evaluate criteria for work of others in order to review and develop performance of others.

UNIT 5.3: MANAGE OWN PERFORMANCE IN THE BUSINESS ENVIRONMENT

Unit Level: 5
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **13**

LO152	Improve own performance, plan and be accountable for own work
LO153	Demonstrate the ability to assess and plan for personal professional development

UNIT 5.4: DEMONSTRATE LEADERSHIP SKILLS

Unit Level: 5
Description of the unit:
Number of learning outcomes within the Unit: 7
Number of ECVET points: **12**

LO154	Demonstrate the ability in identifying common goals, interests and perspectives for staff in order to accomplish a specific task.

LO155	Demonstrate the ability to create a vision for your team and a strategy to achieve it.
LO156:	Improve Leadership skills
LO157	Handle Leadership pressures.
LO158	Think ahead in order to prevent a crisis.
LO159	Motivate own resources in order to achieve objectives
LO160	Demonstrate the ability to act and react assertively and sensitively.
LO161	Demonstrate Situational Leadership (the 60 second PA based on the concept of the One Minute Manager).

Work Area 17: Business Environment

Theme 32: Individual Rights and Responsibilities

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **1**

LO93	Demonstrate the ability to understand and follow individual rights and responsibilities within organisation's Policy and Code of Conduct and within own job description.
LO94	Demonstrate the ability to apply individual rights and responsibilities within company policy, company code of conduct and within the job description.

Theme 33: Mission, vision, values

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO95	Demonstrate the ability to promote and achieve the Mission and objectives of the organisation, always reflecting the values of the organisation.

Theme 34: Environmental Sustainability

UNIT 3.31: SUPPORT ENVIRONMENTAL SUSTAINABILITY

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **1**

LO96	Demonstrate the ability to support the concept of "sustainability" through the establishment and maintenance of procedures to minimise waste, recycle materials and correctly dispose of hazardous materials.

Theme 35: Corporate Social Responsibility

UNIT 3.32: IMPLEMENT OF CSR ACTIVITIES

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **1**

LO97	Appreciate the importance of CSR and demonstrate the ability for participation in organisations CSR activities

Theme 36: Cultural Awareness and Diversity

UNIT 3.33: UNDERSTAND CULTURAL AND DIVERSITY AWARENESS

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **1**

LO98	Demonstrate knowledge and understanding of cultural and linguistic diversity. Be able to apply appropriate behaviour to different target groups with cultural and linguistic diversity.

UNIT 4.19: ADOPT BEHAVIOUR AND ACTIONS IN ACCORDANCE WITH CULTURAL AND DIVERSITY AWARENESS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 4
Number of ECVET points: **3**

LO136	Demonstrate the ability to use words, non verbal signals and actions that value diversity amongst colleagues, customers and stakeholders.
LO137	Demonstrate the ability to interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs.
LO138	Demonstrate the ability to uphold the rights of people who are different from oneself.
LO139	Demonstrate the ability to learn from other people who are different from oneself and use this to improve ways of interacting with others.

Theme 37: Multi-tasking

UNIT 3.34: DEMONSTRATE MULTI-TASKING SKILLS

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **3**

LO99	Demonstrate the ability to handle and manage more than one tasks at the same time by using appropriate tools and techniques.

Theme 38: Self Image and Organisation Image

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

Unit Level: 3
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **2**

LO100	Demonstrate the ability to adapt own behaviour to maintain positive and professional manners when under pressure, e.g. working to time constraints, when dealing with a difficult situation or a client.

UNIT 4.20: DEVELOP A POSITIVE IMAGE OF SELF AND THE ORGANISATION

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **4**

LO140	Demonstrate initiative and flexibility when undertaking activities on behalf of the organisation in order to improve or reinforce image. Be able to generate solutions in the case of problematic issues.

Work Area 18: General Legislation

Theme 39: Legislation

UNIT 4.21: DEMONSTRATE KNOWLEDGE OF LAW TO GENERATE SOLUTIONS TO POSSIBLE ISSUES

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **2**

LO141	Describe Employment Law in a broad context in order to assist the company or organisation, to predict situations and generate solutions to possible issues.
LO142	Have knowledge of Health and Safety in a broad context to assist the company or organisation, to predict situations and generate solutions to possible issues.

UNIT 5.5: DEMONSTRATE KNOWLEDGE OF LAW TO GENERATE SOLUTIONS TO MORE ABSTRACT ISSUES

Unit Level: 5
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **7**

LO162	Demonstrate a comprehensive knowledge of Employment Law in a broad context to assist the company, or organisation, to predict situations and develop solutions to complex problems.
LO163	Demonstrate comprehensive knowledge of Health & Safety Law in a broad context to assist the company or organisation, to predict situations and to develop solutions to more abstract problems.

Work Area 19: Tenders

Theme 40: Tenders

UNIT 4.22: MANAGE CALLS FOR TENDERS

Unit Level: 4
Description of the unit:
Number of learning outcomes within the Unit: 2
Number of ECVET points: **4**

LO143	Demonstrate the ability to develop tender specifications, open the call for tenders and respond to queries during the process according to the regulations of the specific tender
LO144	Demonstrate the ability to evaluate tenders

Work Area 20: Assistance at a corporate level

Theme 41: Corporate Level

UNIT 5.6: DEMONSTRATE ASSISTANCE AT A CORPORATE LEVEL

Unit Level: 5
Description of the unit:
Number of learning outcomes within the Unit: 1
Number of ECVET points: **12**

LO164	Demonstrate the ability to provide assistance at a corporate level through the generation of solutions to abstract problems that may be related to the strategy of the organization (such as expansion to new locations, new products, business reorganization, business disposal etc) or to the day to day running of the organization (eg developing and implementing new administrative systems, such as record management; suggesting new solutions such as CRM systems; ensuring adequate staff levels to cover for absences and peaks in workload, etc)

Work Area 21: Innovation and Change

Theme 42: Innovation and Change

UNIT 5.7: DEMONSTRATE OPENNESS TO CHANGE

Unit Level: 5
Description of the unit:
Number of learning outcomes within the Unit: 4
Number of ECVET points: **12**

LO165	Demonstrate a positive and flexible attitude towards change.
LO166	Demonstrate the ability to try out new ideas and initiatives with care and enthusiasm.
LO167	Demonstrate the ability to identify and develop opportunities for change.
LO168	Demonstrate the ability to implement change.

Work Area 22: PA as a manager

Theme 43: Responsibility, Self-confidence, Persistence, Initiative, Entrepreneurship

UNIT 5.8: ACT AS A MANAGER

Unit Level: 5
Description of the unit:
Number of learning outcomes within the Unit: 7
Number of ECVET points: **10**

LO169	Demonstrate the ability to understand what the organisation is trying to achieve.
LO170	Demonstrate the ability to make decisions (within the framework provided by the company or organisation) and acknowledge responsibility for them.
LO171	Demonstrate the ability to achieve a goal by belief in self and own capabilities.
LO172	Negotiate in the business environment
LO173	Demonstrate the ability to think ahead (predict) and prepare for the future.
LO174	Demonstrate the ability to take an interest in the organisation beyond own role.
LO175	Demonstrate Entrepreneurial attitude

Checklist

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Validation of Formal, Non-Formal and Informal Learning

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