

UNITS OF LEARNING OUTCOMES – A: OFFICE ORGANISATION

A unit of learning outcomes is a component of a qualification consisting of a coherent set of knowledge, skills and competence that can be assessed and validated.
(ECVET Recommendation)

Reference system: German vocational training act Ausbildungsberuf / training occupation / qualification:		
German	English	French
1. Bürokaufmann/-frau 2. Kfm.für Bürokommunikation 3. Industriekfm. 4. Kfm. Im Groß- und Außenhandel	1. Office manager 2. Management Assistant for Office Communication 3. Industrial Management Assistant 4. Management Assistant for Wholesale and Foreign Trade	1. Gestionnaire de bureau 2. Agent commercial dans la communication de bureau 3. Agent commercial dans l'industrie 4. Agent commercial dans le commerce de gros et commerce extéri
Unit: A1 (1 week mobility)	Unit: A1 Title: Handling of office facilities Level 3 or 4 (DQR/EQF) = knowledge of facts, principles, processes and general concepts in a field of work or study (EQF)	
Knowledge	Skills	Competences
He/ she knows... *different types of office equipment, business- and copying machines (hardware, printer, scanner) and economical and ecological advantages & disadvantages * ergonomic principles at office work (hardware, software) * health & safety regulations (office space /desk, hazards & risks, signs) * technical terms related to office facilities in the foreign language	He/ she is able to.../ the learner understands to... * understand instructions and functionality of office facilities * handle business and copying machines * use office equipment ecologically and economically efficient * work with text processing software and spreadsheet software * deal with paper and electronic files * manage E-Mails * work with database software * create presentations with appropriate program * collaborate with colleagues of different cultures * communicate with customers, clients and colleagues in their language * assign priorities and work goal oriented	He/ she is responsible for/ supervises... * handling company resources and office equipment professionally and efficiently * applying ergonomic principles to improve working climate and productivity



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Unit: A2 (2 weeks mobility)	<p>Unit: A2 Title: Document Management</p>		
	Level 3 or 4 (DQR/EQF) = knowledge of facts, principles, processes and general concepts in a field of work or study (EQF)		
	Knowledge	Skills	Competence
	<p>He/she knows...</p> <ul style="list-style-type: none"> * standards to create documents, business letter (e.g. DIN 5008) * inbox, outbox and filing in systems * legal storage regulations * accessing information systems * technical terms related to office facilities in the foreign language 	<p>He/ she is able to.../ the learner understands to...</p> <ul style="list-style-type: none"> * create and model administrative documents (templates, reports) * collect, process and analyse documents * set up a filing system * digitalize documents * sort, file and archive the entity's documents according to legal regulations * process post (inbox, distribution, outbox) * work with text processing software and spreadsheet software * deal with paper and electronic files * manage E-Mails * work with database software * create presentations with appropriate program * collaborate with colleagues of different cultures * communicate with customers, clients and colleagues in their language * assigning priorities and work goal oriented 	<p>He/she is responsible for/ supervises...</p> <ul style="list-style-type: none"> * managing documents efficiently to fulfil administrative tasks * managing documents to facilitate retrieval and transparency



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Unit: A3 (2 weeks mobility)	<p>Unit: A3 Title: Office processes and scheduling</p>		
	Level 3 or 4 (DQR/EQF) = knowledge of facts, principles, processes and general concepts in a field of work or study (EQF)		
	Knowledge	Skills	Competence
	<p>He/she knows...</p> <ul style="list-style-type: none"> * basics in office organization and budgetary control * how to monitor appointments * scheduling software (e.g. MS Outlook) * technical terms related to office processes and scheduling in the foreign language 	<p>He/she is able to.../ the learner understands to...</p> <ul style="list-style-type: none"> * plan, prepare and realize activities * plan and monitor appointments and deadlines * manage scheduling conflicts * respond to urgencies and unexpected events * prepare meetings / conferences * calculate office supply costs as a basis for purchasing * work with calendar & time management software (e.g. MS Outlook) * work with text processing software and spreadsheet software * dealing with paper and electronic files * manage E-Mails * work with database software * creating presentations with appropriate program * collaborate with colleagues of different cultures * communicate with customers, clients and colleagues in their language * assign priorities and work goal oriented 	<p>He/she is responsible for/supervises...</p> <ul style="list-style-type: none"> * planning, organising and structuring office work processes taking into account priorities * organising meetings diligently by taking on logistics and communication activities

