

UNITS OF LEARNING OUTCOMES – B: INFORMATION PROCESSING

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:			
<p style="text-align: center;"><u>German</u></p> 1. Bürokaufmann/-frau 2. Kfm. für Bürokommunikation 3. Industriekfm. 4. Kfm. im Groß- und Außenhandel	<p style="text-align: center;"><u>English</u></p> 1. Office manager 2. Management Assistant for Office Communication 3. Industrial Management Assistant 4. Management Assistant for Wholesale and Foreign Trade	<p style="text-align: center;"><u>French</u></p> 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: B1 (2 weeks mobility)	<p>Unit: B1 Title: Statistics</p>		
	Level 3 or 4 (DQR/EQF) = knowledge of facts, principles, processes and general concept, in a field of work or study (EQF)		
	Knowledge	Skills	Competences
	<p>He/she knows...</p> <ul style="list-style-type: none"> * applications for statistics to meet companies needs * evaluation methods and analyzing techniques * how to organize, analyze, prepare and present statistical data * MS Excel, MS Access * technical terms related to statistics in the foreign language 	<p>He/she is able to understands to...</p> <ul style="list-style-type: none"> * acquire data to create statistics * prepare and present data * analyze data and evaluate results * prepare data and present it as a basis for decision-making * deal with paper and electronic files * manage emails * work with text processing 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 	<p>He/she is responsible for/supervises...</p> <ul style="list-style-type: none"> * independent acquisition of data from various sources * decision-oriented application of statistics within the company to control office organisation * analysing data and drawing conclusions correctly



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Unit: B2 (1 week mobility)	<p>Unit: B2 Title: Word processing</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	Competences
	<p>He/she knows...</p> <ul style="list-style-type: none"> * word processing hard- and software (MS Word) * keyboarding * standards to format business letter (e.g. DIN 5008) * technical terms related to word processing in the foreign language 	<p>He/she is able to understands to...</p> <ul style="list-style-type: none"> * use word processing, recording and reproducing devices * touch-type * formulate and format texts according to given facts by use of works of reference * create documents and edit them in an efficient way * create documents and edit them following specific requirements * chose the appropriate type of corporate correspondence * evaluate the quality of documents * deal with paper and electronic files * manage E-Mails * work with text processing software * collaborate with colleagues of different cultures * communicate with customers, clients and colleagues in their language * assign priorities and working goal oriented 	<p>He/she is responsible for/ supervises...</p> <ul style="list-style-type: none"> * preparing and processing text information for administration by knowing and using the functional national language to an appropriate level * using appropriate type of corporate correspondence depending on context



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<p>Unit: B2 (3 weeks mobility)</p>	<p>Unit: B3 Title: Office communication and ICT</p>		
	<p>Level 3 or 4 (DQR/EQF) = knowledge of facts, principles, processes and general concepts in a field of work or study (EQF)</p>		
	Knowledge	Skills	Competences
	<p>He/she knows...</p> <ul style="list-style-type: none"> * how to communicate in different circumstances in an appropriate way * ICT guidelines * the functionality and necessity of databases * health& safety laws and guidelines affecting the use of ICT * elements of the communication process * classification of computer * components of computer systems (hard- and software) * call & fax processing * internet standards * ergonomic demands of ICT * methods of backup * storing and filing systems * accessing information systems * technical terms related to office facilities in the foreign language 	<p>He/she is able to understands to...</p> <ul style="list-style-type: none"> * use professional literature, documentation and other auxiliary means * prepare data for commercial information processing and correct mistakes * maintain database information * back up data using different methods considering data protection regulations and directives * apply specialized software of the company * consider safety precautions and company agreement relating to VDU-workstations * deal with paper and electronic files * manage E-Mails * work with text processing software * create presentations with appropriate program * collaborate with colleagues of different cultures * communicate with customers, clients and colleagues in their language * assign priorities and working goal oriented 	<p>He/she is responsible for/ supervises...</p> <ul style="list-style-type: none"> * solving operational issues by use of ICT * using ICT taking into account data protection regulations

