





Competence Appraisal - Initial Vocational Training

Student, trainee, apprentice		
Surname(s)	First name(s)	
Date of birth	Nationality	
Official title of the qualification	Duration of the Mobility experience	
 Bürokaufmann/frau // Office Clerk (f/m)  Specialist in Office administration (f/m), NVQ Level 3  Employé/employée de bureau  Business Administration (f/m)		
Host partner / work placement		
Name and address	Stamp and/or signature:	
Reference person / mentor		
Surname(s) and first name(s)	Title/position	
E-Mail	Telephone	
Description of the agreed units of learning outcomes		
	Description	Duration
A	Office Organisation	
x	Unit A1 Handling of office facilities	1 week
	Unit A2 Document Management	2 weeks
x	Unit A3 Office Processes & Scheduling	2 weeks
B	Information Processing	
	Unit B1 Statistics	2 weeks
	Unit B2 Word processing	1 week
	Unit B3 Office communication & ICT	3 weeks
Description of joint work tasks or work processes / Activities		
Unit A1 Handling of office facilities	<ul style="list-style-type: none"> - Handling of company resources, especially office equipment, business- and copying machines - Use office equipment ecologically and economically efficient - Instruct technical service of office appliances - Administer office supplies - Organise the office space thereby ensuring conformity with ergonomic principles (health & safety) 	
Unit A2 Document Management	<ul style="list-style-type: none"> - Create and model administrative documents (templates, reports) - Collect, process and analyse documents - Set up a filing system - Digitalisation of documents - Sort, file and archive the entity's documents according to legal regulations - Post processing (inbox, distribution, outbox) 	
Unit A3 Office Processes & Scheduling	<ul style="list-style-type: none"> - Plan, prepare and realise activities - Plan and monitor appointments & deadlines - Manage scheduling conflicts - Respond to urgencies and unexpected events - Prepare meetings/ conferences 	
Unit B1 Statistics	<ul style="list-style-type: none"> - Data acquisition to create statistics - Data preparation and presentation - Analysis of data and evaluation of results - Prepare data and present it as a basis for decision-making 	
Unit B2 Word processing	<ul style="list-style-type: none"> - Use word processing, recording and reproducing devices - Touch-typing - Formulate and format texts according to given facts by use of works of reference - Chose the appropriate type of corporate correspondence 	
Unit B3 Office communication & ICT	<ul style="list-style-type: none"> - Using professional literature, documentation and other auxiliary means - Prepare data for commercial information processing and correct mistakes - Maintenance of database information - Back up data using different methods considering data protection regulations and directives - Apply specialised software of the company - Consider safety precautions and company agreement relating to VDU-workstations 	
Others		

Job-related skills and competences acquired							
Unit	Competences / Learning outcomes The student is able to...	Performance appraisal					
		Not applicable	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
A1	Handle company resources and office equipment professionally and efficiently						
	Apply ergonomic principles to improve working climate and productiveness						
A2	Manage documents efficiently to fulfil administrative tasks						
	Manage documents to facilitate retrieval and transparency						
A3	Plan, organise and structure office work processes taking into account priorities						
	Organise meetings diligently by taking on logistics and communication activities						
B1	Acquire data from various sources independently						
	Apply statistics decision-oriented within the company to control office organisation						
	Analyse data and draw conclusions correctly						
B2	Prepare and process text information for administration by knowing and using the functional national language to an appropriate level						
	Use appropriate type of corporate correspondence depending on context						
B3	Solve operational issues by use of ICT						
	Use ICT taking into account data protection regulation						
Others							
Language skills and competences							
Competences / Learning outcomes		Performance appraisal					
		not applicable	Excellent 1	2	3	4	Poor 5
Communication with customers/clients							
Communication with colleagues/supervisor during meetings							
Understanding of instructions							
To conduct a presentation							
Computer skills and competences acquired (if not included under "Job-related skills")							
Competences / Learning outcomes		Performance appraisal					
		not applicable	Excellent 1	2	3	4	Poor 5
Working with Text processing software							
Working with Spreadsheet software							
Dealing with paper and electronic files, Managing e-mail							
Working with database software							
Creating Presentations with appropriate program							
Organisational skills and competences acquired (if not included under "Job-related skills")							
Competences / Learning outcomes		Performance appraisal					
		Excellent 1	2	3	4	Poor 5	
Time management, scheduling and working to deadlines							
Organising tasks to be carried out (self-management)							
Assigning priorities, working goal-oriented							
Decision making skills							
Social skills and competences acquired (if not included under "Job-related skills")							
Competences / Learning outcomes		Performance appraisal					
		Excellent 1	2	3	4	Poor 5	
Adaptability to work environment							
Teamwork							
Cultural Sensitivity							
Communication (people skills/ empathy)							
Other skills and competences acquired							
Competences / Learning outcomes		Performance appraisal					
		Excellent 1	2	3	4	Poor 5	
Autonomy in carrying out work tasks							
Flexibility							
Punctuality/ Attendance							
Motivation							
Others:							