

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:		
<u>German</u>	<u>English</u>	<u>French</u>
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: B1 Title: Statistics		
Level 3 or 4 (DQR/EQF) = knowledge of facts, principles, processes and general concept, in a field of work or study (EQF)		
	Knowledge	Skills
Unit: B1 (2 weeks mobility)	He/she knows... * 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	He/she is able to understands to... * 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
		Competences
		He/she is responsible for/supervises... * 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 Title: Word processing			
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
Unit: B2 (1 week mobility)	He/she knows... * 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	He/she is able to understands to... * 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	He/she is responsible for/ supervises... * 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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Unit: B3 Title: Office communication and ICT			
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
Unit: B2 (3 weeks mobility)	He/she knows... * 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	He/she is able to understands to... * 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	He/she is responsible for/ supervises... * solving operational issues by use of ICT * using ICT taking into account data protection regulations