### 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:**

<table>
<thead>
<tr>
<th>German</th>
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<tbody>
<tr>
<td>2. Kfm.für Bürokommunikation</td>
<td>2. Management Assistant for Office Communication</td>
<td>2. Agent commercial dans la communication de bureau</td>
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<tr>
<td>3. Industriekfm.</td>
<td>3. Industrial Management Assistant</td>
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**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)

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<tr>
<th>Knowledge</th>
<th>Skills</th>
<th>Competences</th>
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**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 productiveness

**Unit: A1**

(1 week mobility)
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## Unit: A2

**Title:** Document Management

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<th>Skills</th>
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<tr>
<td>He/she knows…</td>
<td>He/she is able to…</td>
<td>He/she is responsible for/ supervises…</td>
</tr>
<tr>
<td>* standards to create documents, business letter (e.g. DIN 5008)</td>
<td>* create and model administrative documents (templates, reports)</td>
<td>* managing documents efficiently to fulfil administrative tasks</td>
</tr>
<tr>
<td>* inbox, outbox and filing in systems</td>
<td>* collect, process and analyse documents</td>
<td>* managing documents to facilitate retrieval and transparency</td>
</tr>
<tr>
<td>* legal storage regulations</td>
<td>* set up a filing system</td>
<td></td>
</tr>
<tr>
<td>* accessing information systems</td>
<td>* digitalize documents</td>
<td></td>
</tr>
<tr>
<td>* technical terms related to office facilities in the foreign language</td>
<td>* sort, file and archive the entity’s documents according to legal regulations</td>
<td></td>
</tr>
</tbody>
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<tr>
<th>Unit: A2</th>
<th>(2 weeks mobility)</th>
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<tbody>
<tr>
<td>Level 3 or 4 (DQR/EQF)</td>
<td>Knowledge, processes and general concepts in a field of work or study (EQF)</td>
</tr>
<tr>
<td>= knowledge of facts, principles, processes and general concepts in a field of work or study (EQF)</td>
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| 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 extérior |

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**Unit: A3**  
**Title:** Office processes and scheduling  
**Level:** 3 or 4 (DQR/EQF)  
= knowledge of facts, principles, processes and general concepts in a field of work or study (EQF)

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<th>Competence</th>
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<td>He/she knows…</td>
<td>He/she is able to.../the learner understands to…</td>
<td>He/she is responsible for/supervises…</td>
</tr>
</tbody>
</table>
| * 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 | * 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 | * planning, organising and structuring office work processes taking into account priorities  
* organising meetings diligently by taking on logistics and communication activities |

**Unit: A3**  
(2 weeks mobility)