MCAST PROGRAMMES - PUBLIC INFORMATION TEMPLATE (FULL TIME)

Institute	Centre for Learning and Employability
Department	-

Programme Title	Award in Hospitality				
Course Code *To be filled in by Admissions Dept.*	LE1-O03-23		**If the programme includes a WBL element, How is it accredited?**	Not Applicable, does not include WBL	
MQF/ EQF Level	Level 1	**Type** *(refer to Appendix 1 for Parameters)*	Qualification	**Awarding Body**	MCAST – Malta College of Arts, Science and Technology
Accreditation Status	Accredited via MCAST's Self Accreditation Process (MCAST holds Self-Accrediting Status as per 1st schedule of Legal Notice 296/2012)				
Mode of Delivery	Face to Face	**Duration** *(Academic Years or Semesters)*	1 Year	**Mode of Attendance**	Full-Time
Total Number of Credits	30 credits	**Total Learning Hours** *(25 Total Learning Hours for each ECTS)*	750 hours		
Target Audience	Ages 16 - 65	**Target Group** *(the type of learners that the educational institution anticipates joining this programme)*	The target group for this course includes (but not limited to) students who finish secondary education and have some learning and/or intellectual disability. Students can also progress to the Award in Retail from the Intro A & B programmes which are more basic in level.		
Programme Fees	There are no fees applicable to Maltese and other EU Nationals (as will be evidenced by their Identity Document) Fees apply for other International Applicants… for fee information and any related updates it is best to communicate with MG2i International through applyinternational@mcast.edu.mt One may consider checking about possible eligibility or otherwise for any exemption from fees by contacting the relevant section within MEYR (Floriana) – or visit the servizz.gov.mt website here				
Date of Next Student Intake	For further information regarding upcoming student intake and applications time windows for same kindly click here				
Language of Instruction	The official language of instruction at MCAST is English. All notes and textbooks are in English (except for language courses, which will be in the respective language being instructed). International candidates will be requested to meet English language certification requirements for access to the course.				
Application Method	Applications to full-time courses are received online via the College Management Information System. Applicants can log-in using Maltese Electronic ID (eID) in order to access the MCAST Admissions Portal directly and create one's own student account with the identity being verified electronically via this secure service. Non-EID applicants need to request account creation though an online form after that they confirm that their local Identification Document does not come with an EID				

| | entitlement. . Once the identity is verified and the account is created on behalf of the applicant, one may proceed with the online application according to the same instructions applicable to all other applicants.

For more information about how to apply online for a course at MCAST, please visit: https://mcast.edu.mt/how-to-apply-online-2/ |
|---|---|
| **Information for Non-EU Citizens** | Non-EU candidates require a study visa in order to travel to Malta and join the course applied for (on a Full Time delivery mode). For further information re study-visa please access https://www.identitymalta.com/unit/central-visa-unit/.

Further information International / TCN applicants should take note of before requesting to being considered for a programme of studies at MCAST, can be obtained through the respective FAQ found on https://mcast.edu.mt/important-information/ |
| **IMPORTANT note to Non-EU Nationals / TCNs** | In instances where a TCN is applying for an MCAST programme of studies which includes Apprenticeship / Placement / Internship, it is the applicant's responsibility to check with the relevant Maltese Authority whether one would be eligible to have the necessary permits to be able to carry out the accredited Apprenticeship / Placement / Internship, success from which is expected in order to be able to successfully complete the selected programme of studies. Further information can also be obtained through the respective FAQ found on:

https://mcast.edu.mt/important-information/ |
| **Address where the Programme will be Delivered** | *MCAST has four campuses as follows:*

MCAST Main Campus
Triq Kordin,
Paola, Malta

All courses except for courses delivered by the Institute for the Creative Arts, the Centre of Agriculture, Aquatics and Animal Sciences and the Gozo Campus are offered at the Main Campus address (above).

Courses delivered by the Institute for the Creative Arts, the Centre of Agriculture, Aquatics and Animal Sciences, or the Gozo Campus, are offered in one of the following addresses as applicable:

Institute for the Creative Arts
Mosta Campus
Misraħ Għonoq Tarġa Gap,
Mosta

Institute of Applied Sciences
Centre of Agriculture, Aquatics and Animal Sciences,
Luqa Road, Qormi

Gozo Campus
J.F. De Chambray Street
MCAST, Għajnsielem
Gozo

In the case of courses delivered via Online Learning, students will be following the programme from their preferred location/address. |

	Programmes delivered via Blended Learning, and which therefore contain both an online and a face to face component shall be delivered as follows:
	
	    ○ Face to Face components – as per above address instructions
	    ○ Online components – from the student's preferred address.

Course Description *(Refer to Programme Specification)*	Through this award programme, learners will start to become familiar with the hospitality industry, as well as have the opportunity to identify such industries, locally and abroad. Different roles and duties found within the hospitality industry will be explored, as will be the understanding of the hierarchy and responsibility one would have to deal with in such roles. Learners will also discuss and understand the importance of hygiene at work, including personal hygiene, as well as the importance of keeping safe and working in a safe and healthy environment. This would also include being ethical and using adequate etiquette.
Deskrizzjoni tal-Kors *(Refer to Programme Specification)*	Permezz ta' dan il-programm ta' għotja, l-istudenti jibdew isiru familjari mal industrija tal-ospitalità, kif ukoll ikollhom l-opportunità li jidentifikaw dawn l-industriji, kemm lokalment kif ukoll barra mill-pajjiż. Huma jesploraw ir-rwoli u d-dmirijiet differenti marbuta mal-industrija tal-ospitalità, kif ukoll jitgħallmu dwar il-ġerarkija u r-responsabbiltà li wieħed ikollu jiffaċċja f'dawn ir-rwoli. L-istudenti jiddiskutu u jifhmu wkoll l-importanza tal-iġjene fuq il-post tax-xogħol, inkluża l-iġjene personali, kif ukoll l-importanza li wieħed iżomm ruħu 'l bogħod mill-periklu u li jaħdem f'ambjent sikur u tajjeb għas-saħħa. Dan ikun jinkludi wkoll l-etika u l-użu ta' manjieri tajbin.
Career Opportunities:	Assistant in Kitchen, Assistant in Restaurant, Assistant in Housekeeping
Entry Requirements *(Refer to Prospectus / Course Page on MCAST website)*	Finished Compulsory Education, documented by the SSC&P (Secondary School Certificate and Profile). Applicants are required to present a recent psychological report (issued no more than 3 years before date of application) and school reports including most recent Individual Education Plan (IEP). Adapt to both class-based and community-based learning - to be ascertained through an induction session at MCAST, attendance for which is compulsory
Other Notes related to this Programme, and which are to be taken note of	Applicants will be asked to sit for an interview, following the outcome of which, eligibility for the course will be ascertained or otherwise
Programme Learning Outcomes *(Refer to Programme Specification)*	At the end of the programme the students are able to: 1. Identify the various hospitality industries and what roles and jobs these offer locally and abroad. 2. Describe the various roles with the kitchen and waiting service. 3. Describe the various roles within front office and housekeeping departments. 4. Prepare oneself for an employment within the hospitality industry.
Teaching, Learning and Assessment Procedures	The programmes offered are vocational in nature and entail both theoretical lectures delivered in classes as well as practical elements that are delivered in laboratories, workshops, salons, simulators as the module requirements dictate. Each module or unit entails a number of in person and/or online contact learning hours that are delivered by the lecturer or tutor directly (See also section 'Total Learning Hours).

	Access to all resources is provided to all registered students. These include study resources in paper or electronic format through the Library and Resource Centre as well as tools, software, equipment and machinery that are provided by the respective institutes depending on the requirements of the course or module. Students may however be required to provide consumable material for use during practical sessions and projects unless these are explicitly provided by the College. All Units of study are assessed throughout the academic year through continuous assessment using a variety of assessment tools. Coursework tasks are exclusively based on the Learning Outcomes and Grading Criteria as prescribed in the course specification. The Learning Outcomes and Grading Criteria are communicated to the Student via the coursework documentation. The method of assessment shall reflect the Level, credit points (ECTS) and the schedule of time-tabled/non-timetabled hours of learning of each study unit. A variety of assessment instruments, not solely Time Constrained Assignments/Exams, are used to gather and interpret evidence of Student competence toward pre-established grading criteria that are aligned to the learning outcomes of each unit of the programme of study. Grading criteria are assessed through a number of tasks, each task being assigned a number of marks. The number of grading criteria is included in the respective Programme Specification. The distribution of marks and assessment mode depends on the nature and objectives of the unit in question. Coursework shall normally be completed during the semester in which the Unit is delivered. Time-constrained assignments may be held between 8 am and 8 pm during the delivery period of a Unit, or at the end of the semester in which the Unit is completed. The dates are notified and published on the Institute notice boards or through other means of communication. Certain circumstances (such as but not limited to the COVID-19 pandemic) may lead Institutes and Centres to hold teaching and assessment remotely (online) as per MCAST QA Policy and Standard for Online Teaching, Learning and Assessment (Doc 020) available via link https://www.mcast.edu.mt/college-documents/ The Programme Regulations pertaining to this Programme's MQF/EQF level available at: link https://www.mcast.edu.mt/college-documents/, apply.
Grading System	All MCAST programmes adopt a Learner-centred approach through the focus on Learning Outcomes. The assessment of MCAST programmes is criterion-referenced and thus assessors are required to assess learners' evidence against a pre-determined set of Learning Outcomes and Assessment Criteria. For a student to be deemed to have successfully passed a unit, a minimum of 50% (grade D) must be achieved. All full time units are individually graded as follows: A* (90-100) A (80-89) B (70-79) C (60-69) D (50-59)

	Unsatisfactory work is graded as 'U'. Work-based learning units (where applicable) are graded on a Pass/Fail basis only. Some units which follow industry standards and regulations may also be graded on a Pass/Fail basis as per programme regulations referred below. Detailed information regarding the grading system may be found in the Programme Regulations pertaining to this programme's MQF/EQF Level available at: https://www.mcast.edu.mt/college-documents/ (Refer to DOC 003, 004 and 005)
Exit Point (where and as applicable)	Where a student will not make it to the Final Certification achievable from this Programme of Studies (as per Programme Regulations), one might wish to look into Exit Point possibilities as may be applicable to this programme for studies. Further information, is available at https://www.mcast.edu.mt/college-documents/, kindly refer to *DOC 077 Procedure for the processing of Claims for Certificates at Interim Exit Points.*
Contact details for Further Learning Opportunities	The MCAST Career Guidance Team, offers the service of qualified and experienced Career Advisers who will be very willing to discuss with potential applicants the course which best achieves one's career ambitions, as well as exploring one's education route, or similar. **MCAST Career Guidance** Tel: 2398 7135/6 Email: career.guidance@mcast.edu.mt
Regulatory Body/ Competent Authority Contact Details *(where applicable - in the case of a programme leading to Regulated Profession)*	Not Applicable

Programme Structure	Unit Code	Unit Title	ECTS	Semester
	CDHSP-103-2201	Introduction to the Hospitality Industry	3	Year
	CDHSP-103-2202	Introduction to the Kitchen and Waiting Services	3	Year
	CDHSP-103-2203	Introduction to the Front Office and Housekeeping Department	3	Year
	CDRTL-103-2203	Employability Skills for the Workplace	3	Year
	CDKSK-104-2301	English	4	Year

CDKSK-104-2302	Mathematics	4	Year
CDKSK-104-2303	Malti	4	Year
CDKSK-103-2304	Information Technology	3	Year
CDKSK-103-2338	Community Social Responsibility	3	Year

Allocation of Total Learning Hours (per Unit)	The total learning hours required for each unit or module are determined as follows:			
	Credits (ECTS)	Indicative contact hours[1]	Self-Learning and Assessment Hours[3]	Total Student workload (hrs)[2]
	1	5 – 10 hrs	20 - 15 hrs*	25 hrs
	2	10 – 20 hrs	40 - 30 hrs*	50 hrs
	3	15 – 30 hrs	60 - 45 hrs*	75 hrs
	4	20 – 40 hrs	80 - 60 hrs*	100 hrs
	6	30 – 60 hrs	120 - 90 hrs*	150 Hrs
	9	45 – 90 hrs	180 - 135 hrs*	225 hrs
	12	60 – 120 hrs	240 - 180 hrs*	300 hrs
	Note: The 'Self-Learning and Assessment Hours[3]' amount to the difference between the 'Indicative Contact Hours'[1] and the 'Total Student Workload'[2]			

APPENDIX 1

MINIMUM CREDITS FOR QUALIFICATIONS AT DIFFERENT LEVELS

MQF Level	Minimum ECTS Required for a Qualification*
8	
7	30
6	180
5	30
4	30
3	60
2	60
1	40

*Programmes assigned fewer ECTS than indicated will be classified as Awards.

Reference: Fig.1: p48, Malta Further and Higher Education Authority (MFHEA) (October 2024).
Referencing Report, 5th Revised Edition.

APPENDIX 2

EXAMPLES OF QUALIFICATION TYPES AT A SPECIFIC MQF LEVEL

MQF Level	Examples of qualification types at a specific MQF level (The list in this column is not exhaustive)	Number of ECTS *
8	Doctoral Programmes:	
	PhD	N/A
	Professional Doctorate	180
7	Master's Degree	90
	Postgraduate Diploma	60
	Postgraduate Certificate	30
6	Bachelor's Degree	180
	Bachelor's Honours	240
5	Undergraduate Higher Diploma	90
	Undergraduate Diploma	60
	Undergraduate Certificate	30
	VET Level 5	60
4	Advanced Diploma	120
	Pre-Tertiary Certificate	30 - 60
	MATSEC Matriculation Certificate (Advanced and Intermediate)	N/A
	VET Level 4	120
3	Certificate	60
	MATSEC Secondary Education Certificate	N/A
	VET Level 3	60
2	Foundation Certificate	60
	MATSEC Secondary Education Certificate	N/A
	VET Level 2	60
1	Introductory Certificate	40
	VET Level 1	40

* Programmes assigned fewer ECTS than indicated will be classified as Awards.

Reference: Fig.2: p48, Malta Further and Higher Education Authority (MFHEA) (October 2024). Referencing Report, 5th Revised Edition.

CDHSP-103-2201: Introduction to the Hospitality Industry

Unit level (MQF/EQF): 1
Credits: 3
Delivery Mode: Face to Face Learning
Total Learning Hours: 75

Unit Description

The aim of this unit is to help candidates understand a broad sectrum of different areas in hospitality and tourism industry. These areas will give each candidate an introduction towards the importance of the hospitality and tourism industry towards the Maltese islands. Additionally, students will be introduced to specific areas including the different types of tourism and purposes of travel, the types of hospitality businesses including the different types of hospitality establishments and different services offered by such type of businesses.

Candidates will have the opportunity to learn about the importance of necessary Health and Safety procedures within a hospitality business, obtain knowledge about basic First Aid procedures, together with a hazard analysis of a hospitality working area.

For each area studies, students will be able to observe and practice what they have learnt during their student placement. This unit will help candidates build an understanding of different job roles available in different areas in the hospitality sector and hence help them choose their future career.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Outline hospitality and the different types of tourism.*
2. *Identify the different types of hospitality establishments and businesses.*
3. *Outline different job roles within the hospitality industry.*
4. *Assess the importance of health and safety in the hospitality industry.*

CDHSP-103-2202: Introduction to the Kitchen and Waiting Services

Unit level (MQF/EQF): 1
Credits: 3
Delivery Mode: Face to Face Learning
Total Learning Hours: 75

Unit Description

The Hospitality Industry offers a wide array of services to their guests. One of the main areas is the food and beverage service. The aim of this unit is to help candidates understand an important aspect in the food and beverage department. Hence, through this unit the learners will gain a basic understanding of working in these departments.

These areas require knowledge and skills about the several types of service, the different tasks and the various tools to best serve the customer. Therefore, in this unit candidates will familiarise themselves with the preparation and service of food and beverages. In addition to this, learners will understand their role and also understand the importance of working in a safe and hygienic environment. Candidates will be introduced to the basic aspects of food preparation and plating. Different food commodities will be discussed and candidates will be introduced to the world of cooking, covering basic preparation and cooking techniques that would be useful in the industry. This section includes both theory and practical content to ensure that candidates understand the core concepts of food preparation.

Finally, should the learners complete this unit successfully, this unit will prepare them to work as a Kitchen Hand Assistant and Assistant Waiter.

Learning Outcomes

On completion of this unit the learner will be able to:
1. *Identify good basic practices when working in the food and beverage departments.*
2. *Identify basic nutrition, food commodities and their uses.*
3. *Demonstrate basic culinary skills in food preparation.*
4. *Demonstrate basic culinary and baking skills in the preparation of dishes and desserts.*

CDHSP-103-2203: Introduction to the Front Office and Housekeeping Department

Unit level (MQF/EQF): 1
Credits: 3
Delivery Mode: Face to Face Learning
Total Learning Hours: 75

Unit Description

This unit gives an overview of the Housekeeping and Front Office Department. Both departments are central to any establishment. This unit will enable learners to actively participate in this area, by knowing the environment, their colleagues and the work involved.

Communication, approach, and attire will be the main objectives of this unit. The unit will provide the candidate with the knowledge and skills to respond to customers in an ethical manner. Candidates will grasp the importance of self-presentation together with the skills required of learners to be able to work in both departments. Learners will prepare themselves to be of central importance to the guests' positive experience by attending to their needs from arrival until departure and anything in between. Moreover, they will be exposed to the appropriate ways on how to handle different customer needs.

The work will involve the areas covered by the Front Office Department which are, reservations, concierge, reception and porter jobs. They will be able to appreciate and practice customer support when working behind the reception and in the front office department. Other roles of the Front Office Worker are working well with other departments and recognising how they all link together. On the other hand, candidates will obtain skills fundamental in the housekeeping department to keep the place clean and will familiarise themselves with the tools and materials that go with these tasks. Learners will also be introduced to the Laundry Department and the skills involved in working in the laundry of a hotel.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Identify the purposes, roles and responsibilities of the housekeeping department.*
2. *Identify the purposes, roles and responsibilities of the front office department.*
3. *Apply housekeeping tasks with supervision.*
4. *Demonstrate good communication skills and customer care qualities within the front office department.*

CDRTL-103-2203: Employability Skills for the Workplace

Unit level (MQF/EQF): 1
Credits: 3
Delivery Mode: Face to Face Learning
Total Learning Hours: 75

Unit Description

This unit brings forth the opportunity for MQF level 1 learners to embark upon the journey of cultivating and honing employability skills. Learners will become familiar with several job titles and roles, altogether with the corresponding duties and responsibilities present within diverse industry contexts. The learners will delve into the identification and exploration of appropriate display of behaviour, which goes in line with the expectations of potential future employers. Furthermore, the learners will be given the opportunity to initiate and improve their job seeking skills. Apart from being guided on how to submit an application of interest for a vacancy, the learners will also be guided on preparing themselves for potential selection interviews. The knowledge and skills conveyed throughout the delivery of the unit will be applied during the conduction of a two-week work placement, during which students will be compiling a visual and reflective portfolio.

Learning Outcomes

On completion of this unit the learner will be able to:
1. *Associate several job titles with their corresponding responsibilities.*
2. *Display adequate behaviour at the place of work.*
3. *Recognise the process of job seeking and application.*
4. *Demonstrate engagement in basic duties in a workplace scenario.*

CDKSK-104-2301: English

Unit Level (MQF/EQF): 1
Credits: 4
Delivery Mode: Fully Face-to-Face Learning
Total Learning Hours: 100

Unit Description

The aim of this unit is to help the learners develop abilities to communicate in basic English in the areas of work and personal life. This unit covers the four areas of language, which are listening, speaking, writing and reading. This will help the learners hone the skills necessary to function in daily life, including work and social settings.

This unit evolves around the learners' abilities and interests. Therefore the tasks will be contextualised to keep the language relevant. Through this process, the learner will therefore experience the language in the various aspects of life, including basic functional needs and general knowledge, as well as through the chosen vocational area – hence appreciating how 'functional' English can be useful and necessary in the present multicultural social context.

Finally, this unit will be delivered in as much a multisensorial approach as possible so as to be able to reach out to the various personal abilities of the learners. In addition, sessions will be partly student-led to encourage participation, engagement and ideas.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Identify simple and functional utterances in basic spoken English in everyday social and work environments.*
2. *Communicate verbally simple information using basic English in everyday social and work environments.*
3. *Read and understand level-appropriate texts in basic English for practical purposes.*
4. *Write level-appropriate texts in basic English for practical purposes.*

CDKSK-104-2302: Mathematics

Unit Level (MQF/EQF): 1
Credits: 4
Delivery Mode: Fully Face-to-Face Learning
Total Learning Hours: 100

Unit Description

The aim of this unit is to provide support to the learners to develop and apply the basic numeracy skills required to function independently in daily life and at work. It will enable and motivate the learner to use the basic mathematical knowledge to solve problems encountered in real-life situations, and in situations related to their vocational area of study such as Office Work, Retail and Hospitality.

By the end of this unit, learners will be able to use simple mathematical language to validate the solutions given to everyday problems involving numerical calculations. Opportunities to choose whether to add, subtract or multiply in various real-life scenarios will be provided. Simple calculations involving decimal numbers, fractions and percentages will be applied to scenarios involving use of money. Shapes as used in different signs will be discussed and opportunities to use different tools and units of measure will be given for students to become more independent. Data handling wil be discussed using frequency tables.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Carry out simple numerical calculations involving addition, subtraction and multiplication in real-life and at the place of work.*
2. *Carry out simple calculations using decimal numbers, fractions and percentages involving the use of money.*
3. *Classify, draw and work with shapes, units of measure, perimeter and area in real-life and at the place of work.*
4. *Represent data related to real-life situations in a simple tabular and graphical manner.*

CDKSK-104-2303: Malti

Il-Livell tal-Unità: (MQF/EQF): 1
L-Għadd ta' Kreditu: 4
Mod ta' Tagħlim: Preżenti
Total ta' Sigħat ta' Tagħlim: 100

Deskrizzjoni Ġenerali tal-Unità

It-tagħlim tal-ilsien Malti f'dan il-livell se jgħin lill-istudenti fl-istudji tagħhom dwar l-ambjent tal-uffiċċju, l-industrija tal-ospitalità, kif ukoll fis-settur tal-bejgħ. Il-ħiliet tal-qari, smigħ, kitba u l-lingwa mitkellma se jkunu mgħallma sabiex l-istudenti jkollhom għarfien tajjeb tal-Malti waqt l-esperjenza ta' xogħol, fis-setturi differenti tal-istudji tagħhom.

F'dan il-livell preliminari l-istudenti se jitgħallmu l-lingwa Maltija biex ikunu kapaċi jikkomunikaw aħjar waqt ix-xogħol tagħhom fl-oqsma vokazzjonali magħżula, kif ukoll jirrelataw aħjar man-nies ta' madwarhom. It-tagħlim tal-Malti se jgħinhom ukoll biex jesprimu l-ħsibijiet tagħhom kemm bil-kitba kif ukoll bil-fomm. L-għarfien tal-lingwa Maltija se jgħin lill-istudenti fil-ħiliet meħtieġa sabiex ikunu persuni indipendenti u responsabbli.

Il-Kisbiet mit-Tgħallim

Biex l-istudent jikseb din l-unità irid juri li kapaċi:

1. *Jidentifika l-messaġġi ewlenin f'siltiet sempliċi moqrija.*
2. *Jagħraf il-messaġġi prinċipali skont dak li jisma'.*
3. *Jikkomunika bil-Malti dwar is-settur vokazzjonali permezz tat-taħdit.*
4. *Jipproduċi sentenzi, kliem jew kitbiet sempliċi, b'Malti tajjeb.*

CDKSK-103-2304: Information Technology

Unit Level (MQF/EQF): 1
Credits: 3
Delivery Mode: Fully Face-to-Face Learning
Total Learning Hours: 75

Unit Description

The aim of this unit is to help the learners to develop an understanding of how ICT can help their learning, their work and their social life. This unit will help them gain confidence in using the computer to complete a variety of everyday tasks, which includes the ability to use a basic operating system and to manage their files and folders.

Throughout this unit, learners will learn how to use different office productivity software including word processing applications to prepare well-formatted documents. The learners will also learn how to design and create basic presentations. Since online communication is essential, the learners will also be exposed to browsing the internet safely and communicate effectively via email. Finally, the learners will also be provided with a basic introduction to spreadsheets in order to start appreciating where and when spreadsheets can be useful.

Conclusively, learners will start to develop the ability to decide when and how to use ICT and be aware of the limitations associated with this use.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Use a basic operating system and file management to complete everyday tasks.*
2. *Conduct basic tasks using the most suitable office productivity software.*
3. *Communicate electronically at the place of work and for personal use.*
4. *Prepare basic presentations using an appropriate presentation software.*

CDKSK-103-2338: Community Social Responsibility

Unit Level (MQF/EQF): 1
Credits: 3
Delivery Mode: Fully Face-to-Face Learning
Total Learning Hours: 75

Unit Description

This key skill presents an opportunity for learners bearing specific learning difficulties and/or limitations, to explore their individual self and their social environment.

Learners will become familiar with, and understand different aspects of their personal self and how to care for themselves. They will also become familiar with and grasp a few practical life skills that would empower them in becoming more included in society. Learners will also explore ways of how they can establish themselves in their social circles without impinging on their independence and safety.

Whilst becoming more aware of themselves, learners will have the possibility to further explore their surroundings and understand their relation and responsibility towards their communities, hence strengthening their citizenship skills.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Illustrate adequate ways and means towards caring for oneself.*
2. *Describe the scope and nature of personal space and healthy boundaries.*
3. *Demonstrate the use of adequate communication skills in accordance with different scenarios.*
4. *Outline what constitutes responsible citizenship.*