



Fully Registered with the Higher Education Commission of Fiji as Higher Education Provider under Higher Education Act 2008. Registration Certificate Number RGN0002/11

Admission open for semester 1 – 2024

### Certificate in Office Automation and Frontdesk Management (Level 3)

Level	03
Credits	60
Credit range	40 compulsory core credits at L3 20 compulsory strand credits at L4

#### Nationally recognised & registered training provider

VIT (Vishan Institute of Technology) proudly offers “**Certificate in Office Automation & Frontdesk Management (Level 3)**” a provider qualification accredited by HECF ensuring pathway to academic excellence & Industry relevance. Upon successful completion you receive a quality Certificate & Transcript.

#### Purpose

This is an entry level qualification for individuals who wish to join the hotel industry or are currently employed in hotel or other Industries and wish to work in Front office.

The learners who complete the qualification will be able to manage front office activities, use software applications to manage hotel operations, use internet, communicate using emails, and carry out online marketing by using various social media applications.

#### Course Highlights:

Would have acquired the knowledge and skills to be able to;

- Produce word documents, electronic spreadsheets, PowerPoint presentation, office publications, and database.
- Record financial transactions using a computerised accounting software.
- Record the day-to-day activities of a hotel using the property management system.
- Source, transfer and communicate data using internet tools.
- Provide Front Office reception services.

- Provide customer services in a hotel and an office organization.

### **Accreditation by**

**HECF** (Higher Education commission of Fiji)

### **Certification by**

**VIT** (Vishan Institute of Technology)

### **Delivery mode:**

**Blended Delivery (Suva | Lautoka | Nadi | Nausori)**

This qualification will be provided by face-to-face training sessions and online live webinar training via a web-hosted online training service (e.g., Microsoft Teams, Google MEET and GoToMeeting); however, in any special circumstances, the mode of delivery can be adjusted reasonably and fair to the learner cohorts.

### **Assessment:**

Assessments will take the form of written tasks including workbook, quiz, reflective journal, report writing, and case studies and practical tasks including role play, presentation, group discussions, observation, projects and hands on practical lab activities in a simulated work environment. Supplementary evidence will be gathered if required from the course workbook.

### **Intake dates:**

**VIT** – Quarterly intakes

### **Study Period (Six Months)**

In a year, there are two Semesters:

- The 1st study period: from February to June
- The 2nd study period: from August to December

### **Certificates Awarded by**

**VIT (Vishan Institute of Technology)**

### **Credit points:**

Total number of units = 04

60 Credit points

**04 Core units**

### **Course Format**

Core Subjects

### **VITCOA01**

Provide front office services in an office organization

## VITCOA02

Provide hospitality and housekeeping services in hotel industry

## VITCOA03

Use application features to provide, manipulate, calculate and store data.

## VITCOA04

Produce business documents using advanced features and functions of software applications

## Entry Requirements

A pre-requisite for entry into this qualification will be those who:

- Year 11 pass or
- Minimum literacy and numeracy competency or
- Matured students with minimum work experiences

## FEES –

**Tuition fee FJD (\$1400-00) ( One Thousand four hundred dollars)**

Payable through **FNPF / CASH**

Mpisa Number - 8705744      MyCash Number - 7649773

**BANK DETAILS:** Bank (Branch): WESTPAC LAUTOKA

Account Name: THE VISHAN INSTITUTE OF TECHNOLOGY PTE LTD

ACCOUNT NO: 9808282355

## RPL candidates

Prior to commencing the RPL process, RPL candidates are required to have relevant work experiences and/or any other evidence to match with the training package requirements.

The mode of delivery of RPL candidates depends on the process and outcome of the RPL. The candidates can refer to the process of RPL from the Recognition of prior learning (RPL) Information Kit – RPL Kit and RPL policy.

\*\*\*\*\*