



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

Diploma in Office Automation and Frontdesk Management (Level 5)

Level	05
Credits	122
Credit range	50 compulsory core credits at L4 72 compulsory strand credits at L5

Nationally recognised & registered training provider

VIT (Vishan Institute of Technology) proudly offers “Diploma in Office Automation and Frontdesk management (Level 5)” a provider qualification accredited by HECF ensuring pathway to academic excellence & Industry relevance. Upon successful completion you receive a quality Certificate & Transcript.

Purpose

The graduates of this qualification will be able to perform the tasks required of a: Office Administration, front desk Management; receptionist; telephone operator, accounts clerk; data entry operator; reservationist, online marketing executive, telemarketing, and customer services representative, with minimum supervision.

Course Highlights:

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

- Create 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.
- Advertise products in marketing using appropriate digital tools

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 (One Year)

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 = 07

122 Credit points

07 Core units

Course Format

Core Subjects

VITDOA01

Process business data using appropriate software tools

VITDOA02

Prepare financial data using advance features of accounting software

VITDOA03

Apply social media features for digital advertising

VITDOA04

Managing operations and executing front office procedures in hotel industry applications

VITDOA05

Apply front office software tools for recording and storing data of daily operations

VITDOA06

Apply exceptional customer services in a hotel environment

VITDOA07

Produce and edit digital images

Entry Requirements

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

- Have completed Form 6 / Year 12 or
- Have complete Certificate in Office Automation & Frontdesk Management (Level 3)

FEES –

Tuition fee FJD (\$3800-00) (Three Thousand eight hundred dollars)

Payable through **FNPF / CASH / CHEQUE**

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.