



## General Information about the Course

LLL Pilot Course Name:	Office Clerk in Banking System
University:	Vanadzor State University
Target student group:	
Mode of delivery:	<input checked="" type="checkbox"/> Face-to-face <input type="checkbox"/> Blended learning <input type="checkbox"/> Distance learning <input type="checkbox"/> Other: .....
Length of the LLL course:	2 months
ECTS awarded:	
Start date:	April 16, 2016
End date:	June 18, 2016

## Course Overview

The course “Office Clerk” aims to satisfy the basic requirements set for the employees in the banking system. Generally office clerks perform a variety of administrative tasks. They can also carry out single specific tasks and have a large variety of responsibilities due to the changeable functions of the position they occupy as well as due to the employer's requirements. This means that the specific duties assigned to office clerks can vary substantially, depending on the type of office they work at. This course is designed to train them skills, abilities as well as provide the participants with the knowledge needed to satisfy the main general and practical requirements office clerks encounter.

## Course Details

- **What skills will students acquire as a result of the training?**

The job seeker graduating from the course will have the following skills:

- *Effective and skilful use of office equipment and software,*
- *Business and entrepreneurial skills,*
- *Good understanding of legal environment,*
- *Background knowledge in management,*
- *Stress and conflict management skills.*

- **What are the benefits of the course?**

The benefits are as follows: Competences which will facilitate the change of professional growth and the change of professional trajectory; Personal Professional Development; Personal communication with stakeholders and employers.



- **What will students study on this course? (e.g. Number of modules, Module topics etc.)**

The syllabus consists of three modules:

1. **Organization of work, basis of Entrepreneurship and Business Administration**
2. **Sales skill, applied management, service design character and professional ethics**
3. **Computer literacy and work with office equipment**
4. **Situational, Stress and Conflict Management**

## Entry requirements

- **Application and selection**

The main entry requirement are as follows:

- Post secondary education
- Unemployed due to irrelevance of existing skills and knowledge to the current market demand
- 60% positive result of entry level test

- **Necessary qualification**

THE FOLLOWING QUALIFICATIONS ARE TAKEN INTO ACCOUNT:

- Post secondary non-tertiary education
- Short cycle tertiary education
- Bachelor degree
- Master degree

## Career prospects

Transiting to the market economy, the private sector is developing in our country; consequently, new organizations are constantly formed, including those in the banking system, which stimulates the demand for office clerks. The graduates of this course will be able to find a job not only in a banking system but also in any other organization as an office clerk mastering communication, computer, economics, and special administration knowledge and skills.