

Professional Digital Skills for Office & Entry-Level IT Support

Digital Workflows, Documentation Systems & IT Support Awareness

Stream: Basic Computer & Digital Literacy

Level: Professional Diploma (Intermediate)

Duration: 10 Weeks

Mode: Offline

Executive Summary

Professional Digital Skills for Office & Entry-Level IT Support is a structured academic program designed to build professional competency in **Basic Computer & Digital Literacy**.

The program follows a progressive learning model combining academic grounding, applied skills, and industry alignment.

This course is positioned at the **Professional Diploma** level and targets learners at the **Intermediate** stage.

Successful completion demonstrates structured problem-solving ability, applied knowledge, and readiness for professional or advanced academic pathways.

Course Overview

A professional diploma program that consolidates digital skills into job-ready competence for office operations and entry-level IT-enabled roles, serving as the formal gateway into Core Technology Streams.

Learning Outcomes

- Execute complete digital office workflows accurately
- Manage structured documents, records, and reports
- Perform data handling and basic reporting tasks
- Coordinate digital communication within organizations
- Demonstrate professional digital workplace behavior
- Support basic non-technical IT and system tasks
- Solve common workplace problems using digital tools
- Use AI-assisted productivity tools responsibly

Curriculum Structure

Module 1 — Professional Digital Operations & Standards

Concept Focus: Transition learners from task-based office work to role-based professional responsibility

Week 1 — Professional Digital Workflows & Standards

Orientation to professional digital environments and organizational workflows. Covers role boundaries, documentation discipline, accuracy expectations, data responsibility, and professional conduct required in office and IT-enabled workplaces.

Module 2 — Documentation, Records & Reporting Discipline

Concept Focus: Establish audit-ready documentation and structured reporting capability

Week 2 — Advanced Documentation & Records Management

Creation and maintenance of standardized documents, reusable templates, version awareness, and structured digital filing systems used in professional and institutional environments

Week 3 — Data Handling, Reporting & Accuracy Practices

Execution of structured data entry, validation checks, summaries, and basic reporting workflows. Emphasis on accuracy control, consistency, traceability, and audit-friendly reporting practices.

Module 3 — Integrated Office Productivity Execution

Concept Focus: Enable learners to manage complete, multi-tool office workflows independently

Week 4 — Integrated Office Productivity Workflows

End-to-end execution of office tasks combining documents, spreadsheets, presentations, and communication into a single coordinated workflow reflecting real workplace operations.

Module 4 — Communication, Coordination & IT-Support Awareness

Concept Focus: Build professional coordination skills and non-technical IT support readiness

Week 5 — Digital Communication, Coordination & Scheduling

Professional email handling, meeting coordination, task scheduling, file sharing, and collaboration practices aligned with organizational norms and responsibility boundaries.

Week 6 — Entry-Level IT Support Exposure

Introduction to entry-level IT support responsibilities including system awareness, routine task handling, issue identification, escalation protocols, and user support etiquette (no troubleshooting engineering).

Module 5 — Problem Solving, Ethics & Modern Productivity Awareness

Concept Focus: Strengthen decision-making, ethical responsibility, and controlled use of modern productivity aids

Week 7 — Problem Solving Using Digital Tools

Application of digital tools to resolve common workplace issues, manage exceptions, organize information, and improve operational efficiency without bypassing accountability.

Week 8 — AI-Assisted Productivity Awareness & Responsible Use

Guided awareness of AI-assisted productivity tools for drafting, summarization, and organization. Emphasis on ethical usage, transparency, human review, and workplace-appropriate application (no dependency or automation claims)

Week 9 — Professional Conduct, Accountability & Workplace Ethics

Understanding professional behavior, confidentiality, data ethics, accountability, time discipline, and organizational responsibility in digital work environments.

Module 6 — Capstone Readiness & Professional Validation

Concept Focus: Validate job-ready competence through supervised, real-world execution

Week 8 — Revision, Practice & Final Assessment

Comprehensive revision through guided practice and end-to-end manual accounting execution. Supervised assessment covering concepts, debit-credit logic, journal entries, ledger posting, trial balance, and basic final accounts.

Week 10 — Capstone Workflow Simulation & Final Assessment

Execution of a complete workplace simulation involving documentation, data handling, communication, coordination, and entry-level IT support reporting. Evaluation focuses on accuracy, professionalism, responsibility, and readiness.

Certification

Professional Digital Operations Certification (PDOC)

The Professional Digital Skills Certification (PDSC) validates a learner's readiness to operate effectively in modern office environments and entry-level IT-enabled roles. It certifies the ability to execute structured digital workflows, manage organizational documentation and data, support basic system tasks, and demonstrate professional digital conduct.

This certification represents the formal exit credential of the Foundation Stream. It confirms that the learner has progressed beyond basic usage into job-ready digital competence, making them suitable for immediate employment and eligible for advanced Certificate (CP) and Professional Diploma (PD) programs in Core Technology Streams.