



Higher National Group Award Graded Unit Specification

General information for centres

This Group Award Graded Unit has been validated as part of the HND Administration and Information Technology. Centres are required to develop the assessment instrument in accordance with this validated specification. Centres wishing to use another type of Group Award Graded Unit or assessment instrument are required to submit proposals detailing the justification for change for validation.

Group Award Graded Unit title: Administration and Information Technology: Group Award Graded Unit 2

Group Award Graded Unit code: DE22 35

Type of Group Award Graded Unit: Examination

Assessment instrument: Closed book examination

Credit value: HN Credit(s) at SCQF level 8: (8 SCQF credit points at SCQF level 8)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Purpose: This Group Award Graded Unit is designed to provide evidence that the candidate has achieved the following principal aims of the HND Administration and Information Technology:

- ◆ develop a range of specialist IT skills
- ◆ develop project management, research and planning skills
- ◆ develop an awareness of professional issues such as legal, data management and ethical considerations
- ◆ develop the ability to work flexibly and co-operatively with others
- ◆ develop critical and evaluative thinking
- ◆ prepare candidates for employment in an Administrative role eg Office Manager/Administrator
- ◆ prepare candidates for progression to degree courses

General information for centres (cont)

Recommended prior knowledge and skills: It is recommended that the candidate should have completed or be in the process of completing the following Units relating to these specific aims prior to undertaking this Group Award Graded Unit:

IT in Business — Advanced Word Processing	(DE2G 35)
IT in Business — Advanced Spreadsheets	(DE1V 35)
IT in Business — Advanced Databases	(DE1N 35)
Business Information Management	(DE1Y 35)
Office Management	(DE1X 35)
Project Management	(D76J 35)
Presentation Skills	(DE20 35)
Developing the Individual within a Team	

Core Skills: There may be opportunities to gather evidence towards core skills in this Unit, although there is no automatic certification of core skills or core skills components.

Assessment: This examination-based Group Award Graded Unit is a timed, closed book examination. It will consist of a written examination of three hours – comprising of 2 question papers – a restricted response question paper and an extended response question paper.

Evidence should be generated through examination undertaken in controlled conditions. The restricted response question paper, which is worth 40% of the total marks, is a one hour closed book examination undertaken in controlled conditions. The extended response question paper, which is worth 60% of the total marks, is a two hour closed book examination undertaken in controlled conditions. An exemplar assessment pack and marking guidelines have been produced to indicate the national standard of achievement required at HN level.

Administrative information

Graded Unit code: DE22 35

Graded Unit title: Administration and Information Technology: Group Award
Graded Unit 2

Date of publication: August 2003

Source: SQA

Special needs: This Group Award Graded Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering special alternative assessment arrangements. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements* (December 2001, AA0645/3).

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Higher National Group Award Graded Unit specification: Instructions for designing the assessment task and assessing candidates

Group Award Graded Unit title: Administration and Information
Technology: Group Award Graded Unit 2

Conditions of assessment

The assessment is based on a closed book written examination lasting three hours. The grade given will reflect the candidate's achievement on the first assessment event. A candidate may wish to retake the Group Award Graded Unit but this should be based on a significantly different examination.

The examination should be unseen and the assessment should be conducted in controlled and invigilated conditions.

Instructions for designing the assessment task:

The examination should be designed to assess the candidate's critical knowledge and understanding of the topics relating to the specific aims which this Group Award Graded Unit is designed to cover. The questions and corresponding marks should be designed in accordance with the ranges indicated in the table that follows. However, the overall total mark for the examination is 100.

One hour closed book examination — restricted response		
Topic	Level of knowledge/ understanding	Weighting/ Mark allocation
IT in Business — Advanced Word Processing	Ability to apply knowledge to the main theories of the 6 Units	2 questions (4 marks each)
IT in Business — Advanced Spreadsheets		2 questions (4 marks each)
IT in Business — Advanced Databases		2 questions (4 marks each)
Presentation Skills		2 questions (4 marks each)
Business Information Management		1 question (4 marks)
Project Management		1 question (4 marks)

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Two hour closed book examination — extended response		
Topic	Level of knowledge/ understanding	Weighting/ Mark allocation
Evaluate the role of the office manager in implementing strategic objectives of an organization	Operational planning New actions Budgets Quality Procedures	15 marks
Evaluate the role of the office manager in managing change. Relate this to the implementation of an IT system to support the administrative function	Change management: Implementing change Resistance to change Communications Interpersonal skills Application of IT The administrative functions Project Management	15 marks
Evaluate the role of the office manager in selection management and training of administrative staff	Recruitment and selection Employment legislation Managing and planning staff requirements Develop training plans Implementing methods of training Evaluating the effectiveness of training	15 marks
In planning the introduction of a new project, evaluate the role of information in supporting the office manager in decision making	Project management Decision making Information management External influences (PEST) IT	15 marks
In leading and organizing the core activities of office management, evaluate the role of the office manager in the modern business environment	Leading and organizing Business information IT Budgets Change Staffing Legislation Project management Etc	15 marks
Candidates will be given 5 questions from which they choose 4 with each question being awarded 15 marks (total 60 marks). The stimulus material should be based on all core Units of the HND Administration and Information Technology and should assess the candidates' ability to undertake critical analysis, evaluation and/or synthesis of ideas, concepts, information and issues which are within the common understanding of the subject discipline.		

Guidance on grading candidates for an examination-based Graded Unit

Candidates who meet the minimum Evidence Requirements will have their achievement graded as C (competent), A (highly competent), or B (somewhere between A and C). Examples of grade related criteria for an examination-based Graded Unit are given in the table below:

Grade A	Grade C
Is a seamless, coherent piece of work or exam script which consistently:	Is a co-ordinated piece of work or exam script which:
◆ interprets and understands the question in a way which demonstrates insight and clear understanding of issues and relationships	◆ interprets and understands the question in a way which enables the candidate to meet the basic criteria required
◆ answers demonstrate a comprehensive analysis and evaluation of relevant information	◆ answers demonstrate a limited analysis, evaluation and explanation of the question and other relevant information
◆ responses are logically structured and coherently expressed demonstrating consistent use of correct terminology	◆ responses are uneven and convey limited understanding although some relevant points are made
◆ is clear and well structured throughout with language and terminology used of a consistently high standard in terms of level, accuracy and technical content	◆ is satisfactorily structured with language and terminology used adequate, although not always consistent, in terms of level, accuracy and technical content
◆ consolidates and integrates required knowledge and skills linking concepts and ideas and relating answers explicitly to the question	◆ consolidates and integrates knowledge and skills but may lack continuity and consistency and fail to show clear links to concepts and ideas
◆ convincingly argues and shows links between discussions and conclusions demonstrating comprehensive knowledge and understanding as well as analysis and evaluation skills	◆ argues and justifies conclusions in an acceptable way but these conclusions may lack reasoned understanding, may not link well to discussions and may show limited knowledge
◆ provides evidence of possible alternative approaches and arguments as well as understanding of different interpretations	◆ is likely to show only one approach and limited understanding of different interpretations

Group Award Graded Unit title: Administration and Information Technology: Group Award Graded Unit 2

All papers should be identified with candidate name, date and start and completion time of assessment.

The examination will be marked out of 100. Assessors will aggregate the marks achieved by the candidate to arrive at an overall mark for the examination. Assessors will then assign a grade to the candidate for this Group Award Graded Unit based on the following grade boundaries:

- ◆ A = 70% — 100%
- ◆ B = 60% — 69%
- ◆ C = 50% — 59%

Higher National Unit specification: support notes

Unit title: Administration and Information Technology: Group Award Graded Unit 2

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit would be suitable for anyone wishing to learn and develop the skills and competencies required of an office manager. The Unit is set in the context of the modern business environment and candidates should be introduced to a variety of up to date office software and modern office procedures and practices. The Unit is designed to assess the candidate's ability to integrate knowledge across the range of mandatory Units within the award for HND Administration and Information Technology. Links with the business community would be particularly useful to students undertaking this Unit and centres should be encouraged to develop links to facilitate this. The notional 40 hours allocated could be used to extend the candidate's ability to present and evaluate arguments, information and ideas which are routine to the subject discipline.

Restricted response questions: Students should be aware of the principles and theories for the 6 Units outlined in the assessment guidelines. Skills should be developed in the candidate's ability to answer short answer responses.

Extended response questions: The use of stimulus materials should underpin the candidate's ability to apply knowledge to current industrial practice at managerial level. Realistic materials and documentation should be used throughout and a thematic approach adopted where possible. At this stage, students should be encouraged to read extensively and reference all reading in any work submitted.

Guidance on the delivery and assessment of this Unit

This Unit is designed to develop the skills and competencies required of an office manager. The Unit should build skills and competencies which meet the criteria of SCQF level 8 – the ability to present and critically analyse, evaluate and/or synthesise ideas, concepts, information and issues which are within the common understanding of the subject discipline.

The restricted response paper requires the candidate to answer short answer questions using a range of approaches to formulate evidence based solutions to defined and/or routine problems and issues. One hour is allocated to this closed book examination under controlled conditions.

Extended response paper requires the candidate to critically analyse stimulus materials and formulate extended responses. Two hours is allocated to this closed book examination under controlled conditions.

General information for candidates

Unit title: Administration and Information Technology: Group Award Graded Unit 2

The Graded Unit is designed to integrate and apply knowledge across the range of mandatory Units for the award of HND Administration and Information Technology. The award is designed to develop skills and underpinning knowledge associated with the role of Office Manager and reflects modern business practice and the role of IT as a tool to facilitate this role.

The first question paper (1 hour) requires the candidate to answer short answer responses on the following Units:

IT in Business — Advanced Word Processing (2 questions)
IT in Business — Advanced Spreadsheets (2 questions)
IT in Business — Advanced Databases (2 questions)
Presentation Skills (2 questions)
Business Information Management (1 question)
Project Management (1 question)

The second question paper (2 hours) requires the candidate to write extended responses based on stimulus material across the full range of the mandatory Units. Candidates will be encouraged to read extensively and reference all reading in any work submitted.

The Graded Unit is a compulsory element of the Group Award and will be awarded at the following grades:

- ◆ Grade A: 70-100%
- ◆ Grade B: 60-69%
- ◆ Grade C: 50-59%