



Higher National Unit specification: general information

Unit title: Administrative Procedures

Unit code: FG62 33

Superclass: AY

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Unit purpose

This Unit is designed as an introduction to the generic administrative skills and procedures required of the modern office environment. This Unit introduces candidates to key administrative support services within business organisations and is therefore suitable for candidates who have little or no knowledge of administrative procedures. The unit also provides an opportunity to develop skills in organising and planning for meetings and business travel and accommodation.

On completion of the Unit the candidate should be able to:

- 1 Describe the administrative services required to support business organisations.
- 2 Organise and prepare for meetings.
- 3 Organise travel and accommodation for business trips.

Recommended prior knowledge and skills

Access to this Unit is at the discretion of the centre. However, it is recommended that candidates should have good communication skills. This may be demonstrated by possession of a relevant English or Communication Unit at SCQF level 5 or equivalent.

Credit points and level

1 Higher National Unit credit(s) at SCQF level 6: (8 SCQF credit points at SCQF level 6*)

**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 credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Higher National Unit specification: general information (cont)

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Core Skills

There will be opportunities to gather evidence towards the Core Skill of *Information and Communication Technology* at SCQF level 5 and the Core Skills component of *Written Communication (Writing)* at SCQF level 5 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Context for delivery

If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

Assessment

This unit will be assessed through a combination of open-book and closed assessments based on case studies and a practical activity.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Describe the administrative services required to support business organisations.

Knowledge and/or Skills

- ◆ Centralisation and decentralisation of administrative support services
- ◆ Filing and indexing systems
- ◆ Mailroom procedures
- ◆ Telephone procedures
- ◆ Reception duties
- ◆ Reprographics
- ◆ Stock control
- ◆ Electronic communication systems
- ◆ Common business documents

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ Describe the procedures and processes for **three** administrative support services relevant to a business organisation, drawn from the knowledge and skills listed above.

Evidence should be generated through assessment under closed-book conditions.

Where reassessment is necessary, a different sample of the knowledge and skills must be used on each assessment occasion.

Assessment Guidelines

Candidates could produce guidelines on different administrative support areas based on a case study or an actual workplace situation.

Higher National Unit specification: statement of standards (cont)

Unit title: Administrative Procedures

Outcome 2

Organise and prepare for meetings.

Knowledge and/or Skills

- ◆ Types and purpose of meetings
- ◆ Role and responsibilities of the Chairperson and the Administrator
- ◆ Meeting terminology
- ◆ Meeting logistics
- ◆ Meeting documentation

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ Describe:
 - the difference between formal and informal meetings and an example of where each would be appropriate
 - the key documents relating to meetings
 - the roles and responsibilities of the Chairperson and the Administrator
- ◆ Define seven commonly used meetings terms

Evidence should be generated through assessment undertaken in closed-book supervised conditions.

For Evidence Requirements relating to Meeting logistics and documentation see Outcome 3.

Assessment Guidelines

The assessment of knowledge may be conducted using e-assessment.

The practical elements of this Outcome may be combined with Outcome 3 through the use of one holistic case study.

Higher National Unit specification: statement of standards (cont)

Unit title: Administrative Procedures

Outcome 3

Organise travel and accommodation for business trips.

Knowledge and/or Skills

- ◆ Organising travel and accommodation within budget
- ◆ Preparing itineraries
- ◆ Producing supporting documentation

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ Complete a practical task that involves arranging a meeting, booking suitable accommodation and preparing the Notice of Meeting and Agenda. Candidates will not be required to prepare Minutes for the meeting
- ◆ Organise travel arrangements and accommodation for a business trip of four people. The travel itinerary should be realistic and appropriate to the given scenario. Organisation procedures for travel and accommodation should be adhered to

Assessment will be open-book and supervised.

Assessment Guidelines

It is recommended that Outcomes 2 and 3 are assessed by one holistic case study. Candidates are likely to take between 4-6 hours to complete this task.

A case study could be used to detail a scenario for the trip. Candidates should have access to a copy of Travel Expenses Procedures that detail different allowances according to status.

Supporting documentation could include:

- ◆ Itinerary
- ◆ Instructions to travellers re passport requirements, currency exchange rates, monetary arrangements
- ◆ Information regarding any time-zone differences
- ◆ Letters/emails — booking arrangements
- ◆ Webpage printouts showing details of hotels, flights, trains any other information required
- ◆ Details of costs

Higher National Unit specification: support notes

Unit title: Administrative Procedures

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

The aim of this Unit is to encourage awareness of administrative procedures. The Unit is optional within the HNC/D Administration and Information Technology Group Awards (G9M7 15 and G9M8 16) but may form part of other Group Awards or be completed as a free-standing Unit.

Outcome 1

Candidates should be aware of the range of administrative support services within an organisation.

- ◆ Centralisation and Decentralisation of administrative support services — advantages and disadvantages should be discussed.
- ◆ Filing Systems — classifications (alphabetic, numeric, subject, geographic); storage systems (vertical, lateral, horizontal, electronic).
- ◆ Mailroom procedures — incoming and outgoing mail, mailroom equipment.
- ◆ Telephone procedures — incoming and external, taking messages.
- ◆ Reception duties — qualities and duties of a receptionist, dealing with visitors, emergencies and security.
- ◆ Reprographics — photocopiers (standalone and networked), scanners.
- ◆ Stock control — maximum/minimum/re-order levels, record cards.
- ◆ Electronic communication systems — email, webcams, videoconferencing.
- ◆ Common business documents — quotations, invoices, statements etc.

Outcome 2

- ◆ When organising and preparing for meetings, candidates should be aware of the roles and responsibilities of participants eg Secretary, Chair, Treasurer.
- ◆ Conventions and the conduct of meetings.
- ◆ Distinguish between different types of meeting and understand the nature and purpose of a formal and informal business meeting.
- ◆ Common terminology used at meetings — ad hoc, quorum, addendum, motion, proposed, seconded, abstain, adjournment, casting vote, majority, lie on the table, resolution, unanimous.
- ◆ Know how to select meeting venues and facilities and be aware of the consequences of inadequate preparation for meetings.
- ◆ Layout for notice of meeting and agendas (including Chairman's agenda), record of attendance.
- ◆ Purpose and layout of minutes.

Higher National Unit specification: support notes (cont)

Unit title: Administrative Procedures

Outcome 3

When planning business trips, candidates should be aware of the importance of:

- ◆ confirming travel, accommodation and budget requirements eg through use of **travel/accommodation** request forms
- ◆ booking travel and accommodation as agreed taking into consideration budget limitations and evaluate alternatives in terms of cost and time, including different time zones
- ◆ maintaining records of travel, accommodation and meetings
- ◆ arranging credit and payment facilities
- ◆ providing travellers with an itinerary and supporting documents in good time

Guidance on the delivery and assessment of this Unit

If delivered as part of an HNC/D Administration and Information Technology Group Award (G9M7 15 / G9M8 16) it is recommended that this Unit should be delivered prior to Office Technologies (F7J9 34) and Office Administration (F7JA 34) Units. The Unit is designed as an introduction for candidates who have little or no prior knowledge of administrative procedures. Candidates may be returning to education or changing career. Alternatively, candidates may be school leavers who have not studied any administration subjects whilst at school.

It is recommended that assessment is undertaken at a time when candidates have covered the various support functions sufficiently and have an overview of how administrative procedures are important in contributing to the effectiveness of the organisation.

There are three assessments for this Unit. Outcome 1 is a closed-book assessment. The assessment for Outcomes 2 and 3 involves a practical task that is open-book and supervised. In addition, Outcome 2 has a closed-book assessment.

Opportunities for developing Core Skills

This Unit offers opportunities to develop *Communication* Core Skill at SCQF Level 5. For Outcome 1 candidates are asked to produce guidelines that could provide evidence for *Written Communication (Writing)*. Evidence requirements for the practical task for Outcomes 2 and 3 requires candidates to produce and present detailed information relating to a meeting and travel arrangements. The use of the Internet and word processing software for the practical task could provide evidence for *Information and Communication Technology* Core Skill at SCQF Level 5.

Higher National Unit specification: support notes (cont)

Unit title: Administrative Procedures

Open learning

All Outcomes are appropriate to Open and Flexible Learning approaches with tutor support at all stages. Delivering centres will be responsible for ensuring authenticity of candidate's work. If this Unit is delivered by open or distance learning methods, additional resources may be required for candidate support, assessment and quality assurance.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

History of changes to Unit

Version	Description of change	Date

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General information for candidates

Unit title: Administrative Procedures

This Unit is designed to provide you with an introduction to administrative procedures in the modern office environment. It covers knowledge of general procedures and processes likely to be encountered by office administrators including organising travel, accommodation and meetings. You will cover theory relating to a range of key administrative support services in business organisations as well as undertake practical tasks relating to organising and planning meetings and business travel.

There are likely to be three assessments to cover this Unit:

- ◆ A closed-book assessment for Outcome 1
- ◆ An open-book practical activity assessing Outcomes 2 and 3
- ◆ A closed-book assessment covering the knowledge and understanding elements for Outcome 2