

ADMINISTRATION
Intermediate 2

Sixth edition – published January 2002

**NOTE OF CHANGES TO ARRANGEMENTS
SIXTH EDITION PUBLISHED JANUARY 2002**

COURSE TITLE: Administration (Int 2)

COURSE NUMBER: C002 11

National Course Specification

Course Details No changes

National Unit Specification:

D007 11 Administrative Support No changes

D008 11 ITOA (Int 2) No changes

D010 11 Word Processing 2 Changes have been made to the error tolerance in Outcomes 2, 3, 4 and 5. This should go some way to reducing the burden of assessment for this unit.

National Course Specification

ADMINISTRATION (INTERMEDIATE 2)

COURSE NUMBER C002 11

COURSE STRUCTURE

This course has three mandatory units as follows:

D007 11	<i>Administrative Support (Int 2)</i>	<i>1 credit (40 hours)</i>
D008 11	<i>Information Technology: Office Applications (Int 2)</i>	<i>1 credit (40 hours)</i>
D010 11	<i>Word Processing 2 (Int 2)</i>	<i>1 credit (40 hours)</i>

In common with all courses, this course includes 40 hours over and above the 120 hours for the component units. This may be used for induction, extending the range of learning and teaching approaches, support, consolidation, integration of learning and preparation for external assessment. This time is an important element of the course and advice on its use is included in the course details.

To allow for progression, some candidates may wish to undertake *Word Processing 3 (Int 2)* and *Word Processing 4 (Int 2)* as additional units in this course. External assessment will, however, assume that only *Word Processing 2 (Int 2)* has been undertaken.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates will normally be expected to have achieved one of the following:

- Standard Grade Office and Information Studies or Standard Grade Administration at General level
 - Administration Intermediate 1
 - the component units of *Administration Intermediate 1 – Administrative Support (Int 1)*, *Information Technology: Office Applications (Int 1)* and *Word Processing 1 (Int 1)*
- and
- Standard Grade English at General level.

Administrative Information

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National Course Specification (cont)

COURSE Administration (Intermediate 2)

CORE SKILLS

This course gives automatic certification of the following:

Complete core skills for the course	Problem Solving	Int 2
	IT	Int 2
Additional core skills components for the course	Oral Communication	Int 1

Additional information about core skills is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, 1999).

National Course Specification: course details

COURSE Administration (Intermediate 2)

RATIONALE

Business and enterprise are at the heart of national growth and development and this is reflected in the important place that Business Education assumes in the post-16 curriculum. The provision offers opportunities for individuals to develop the crucial skills and knowledge which allow them to access, understand and contribute to the dynamic and complex business and information environment. Whatever the career pathway or progression route, Business Education can provide a valuable context which enhances individual effectiveness.

The primary role of the office is to provide information for the organisation. The administration function is there to provide information, support and services to underpin operations and decision making within the organisation. Using technology has become part of office work to such an extent that it is now an essential tool for all who work in administration in any business environment. Study of this course will not only equip candidates with the level of competence required for using a range of software packages in an office environment, but it will also enable them to apply their use to various administrative functions carried out within the organisation.

The core of the course is to build on candidates' existing knowledge and skills and expand their ability to the standard required in business. The course is vocational in nature and encompasses much of the knowledge and skills underpinning the Scottish Vocational Qualification in Administration Level II.

The aims of the course are to build on the knowledge, understanding and skills developed in Standard Grade Office and Information Studies or Standard Grade Administration (General level) and Administration (Intermediate 1) in an integrative way. Not only will this increase the candidate's technological confidence but it will also encourage candidates to use the technology at their disposal in a creative way. Where candidates have good word processing skills on entry to the course, they may wish to undertake additional units such as *Word Processing 3 (Int 2)* and *Word Processing 4 (Int 2)*. Throughout, it should be remembered that this is a course which aims to prepare candidates for a specific vocational area. It is therefore advisable that business practices, hardware and software comparable with those found in industry are used. The aims of the course are to develop the candidates':

- skills in information technology through using business hardware and software to carry out instructions
- skills in communication by learning to communicate with other candidates and their teacher or lecturer in a logical and effective manner
- personal effectiveness and problem-solving skills by working both as part of a group and working on their own
- skills in producing a variety of business documents and, on occasion, producing them within time constraints
- organisational and time management skills
- knowledge and understanding of how to set up computer files, in a variety of business software packages, how to add to and edit those files, and how to extract the relevant information required and present it in a format and to a standard acceptable in business
- knowledge and understanding at an elementary level of legislation affecting those working in an office environment
- skills in locating, extracting and communicating information from a variety of sources

National Course Specification: course details (cont)

COURSE Administration (Intermediate 2)

- organisational skills for various kinds of arrangements
- the ability to identify own development needs, agree how these can best be addressed and review progress

As a result, candidates will learn how to work effectively in a business environment, integrating administrative and information technology and word processing skills in a manner which will benefit them in any administrative work they may tackle at a future stage in their career.

The commonality between the course at Intermediate 1 and Intermediate 2 levels is such that some unit specifications contain similar outcomes. It is, however, important to distinguish between the two levels:

- in *Administrative Support*, the unit at Intermediate 2 is characterised by more demanding performance criteria, reference to where items available eg fuller range statements and therefore more extensive evidence requirements
- in *Word Processing*, the unit at Intermediate 2 is distinguished by the complexity of content of documents produced and demands on the candidate in terms of production speed requirements
- in *Information Technology: Office Applications*, the unit at Intermediate 2 is distinguished by the complexity of the instructions given to the candidates where they are asked to set up formats of their own rather than alter those set by others.

COURSE CONTENT

Throughout this course a thematic approach should be taken within the learning, teaching and assessment strategies adopted by centres.

It is important that candidates wishing to succeed in the course (as distinct from achieving the individual units) should understand the holistic nature of the whole course. The purpose of the extra 40 hours is to enable this to be achieved. There are two complementary aspects to this. The first is that additional demands will be placed on candidates, while the second involves the use of a variety of learning and teaching strategies. These additional demands will require candidates to:

- demonstrate their ability to integrate the knowledge, understanding and skills acquired in *Administrative Support (Int 2)*, *Information Technology: Office Applications (Int 2)* and *Word Processing 2 (Int 2)*
- use this ability to demonstrate competence within given time constraints
- apply their knowledge and skills to unfamiliar and complex contexts

All of the course content will be subject to sampling in the external assessment.

The course content is set out in the three component units of *Administrative Support (Int 2)*, *Information Technology: Office Applications (Int 2)* and *Word Processing 2 (Int 2)*.

National Course Specification: course details (cont)

COURSE Administration (Intermediate 2)

Administrative Support (Int 2)

<p>1 Identify, prioritise and record plans to improve performance and work flow</p>	<p>Knowledge of self-assessment methods to encourage identification of opportunities for development; preparation of elementary personal development plans, clearly identifying sources of advice and information and training provision available.</p> <p>This development plan will be agreed and reviewed and implemented throughout the unit.</p> <p>Knowledge of work roles and responsibilities within the group; knowledge of how to prioritise and organise work using a variety of planning and scheduling techniques and aids; time and task management; different work methods and practices should be discussed.</p>
<p>2 Monitor and maintain health, safety and security within the workplace</p>	<p>Knowledge of common forms of accident and health emergency as well as types and use of fire emergency equipment; awareness of hazards involved in using office equipment and how to minimise risk from these hazards, particularly in own work area and when using VDUs.</p> <p>Reporting procedures for emergencies used within organisations; scope and limitations of individuals for dealing with emergencies, as well as organisational procedures for dealing with emergencies; potential security risks and organisational security policy and reporting procedures; awareness of the various legal requirements concerning health and safety.</p>
<p>3 Supply information for a specific purpose</p> <p><i>Sources of information</i></p>	<p>Interpret instructions, plan, organise and research information; identify, access and interpret information and compile it using language skills to both précis and compose information into a suitable format.</p> <p>Use databases, microfiche, videotext, books, brochures, papers, the Internet, CD ROM and other electronic-based information systems as they become available; awareness of the limitations imposed by copyright and the kind of security and confidentiality procedures adopted by organisations.</p>

National Course Specification: course details (cont)

COURSE Administration (Intermediate 2)

<p>4 Organise travel and accommodation arrangements</p> <p><i>Procedures</i></p> <p><i>Documentation</i></p>	<p>Use information sources and media for travel and accommodation arrangements effectively, for example, timetables, directories, hotel guides, maps, brochures, CD ROM.</p> <p>Awareness of the different types of procedures operated by organisations for booking travel and accommodation, and the ability to follow these procedures.</p> <p>Compose letters of confirmation and prepare itineraries, as well as calculate costs involved in taking particular routes and alternative methods of travel; understand and be able to work with changes in international time zones when making arrangements.</p>
<p>5 Contribute to the arrangement of meetings</p> <p><i>Procedures</i></p>	<p>Awareness of different organisational procedures for acquiring resources and making arrangements for both internal and external meetings; know the different types of meetings and the roles of those involved in meetings.</p> <p>Follow procedures for notification of meetings and for registration of delegates; be able to prepare papers for meetings and know when to circulate these; know how to book any special facilities required, for example, overhead projectors, videos, seating arrangements, arrangements for those with special needs, catering facilities, car parking.</p>

National Course Specification: course details (cont)

COURSE Administration (Intermediate 2)

Information Technology: Office Applications (Int 2)

<p>1 Create, amend, update and present information from a variety of software applications</p>	<p>Create new files, input and amend data and amend structures for each application; be able to locate and retrieve files, extract information and obtain hard copy following instructions.</p> <p>Operate printers and know how to carry out routine procedures such as replacing paper, cartridges or ribbons.</p>
<p>2 Use electronic methods of communication for business purposes</p>	<p>Knowledge of the organisation's procedures for dealing with e-mail, fax, electronic diaries and answering machines(voicemail); an understanding of priorities and speed as well as cost of communicating electronically; an ability to edit material for transmission and to assess the best method of communication given particular circumstances; in the case of the answering machine, an ability to record messages which will be played to incoming callers, transcribe messages which are recorded and record messages on other people's machines; candidates should also be able to use CD ROM and the Internet.</p>
<p>3 Demonstrate good working practices</p>	<p>Knowledge of the organisation's procedures for reporting problems in operating equipment; an awareness of potential hazards relating to the use of VDUs.</p> <p>An awareness of the main principles of data protection and copyright legislation and the organisational policy towards disclosing information.</p> <p>Knowledge of how to delete files, copy files and back up data and save data in accordance with the organisation's requirements.</p>

National Course Specification: course details (cont)

COURSE Administration (Intermediate 2)

Word Processing 2 (Int 2)

<p>1 Demonstrate good working practices</p>	<p>Use the functions of a word processing package including back-up procedures, time-saving techniques, spellchecking and error-correction techniques; knowledge of how to manage directories, sub-directories and files; an ability to copy files, move files, rename files, use directories and sub-directories.</p> <p>Know how to lay out work in accordance with organisational house style or accepted layout conventions, and an ability to follow printers' corrections.</p> <p>A knowledge of the security and confidentiality procedures and the health and safety procedures of the organisation. Familiarity with the safe and effective operation of the equipment.</p>
<p>2 Produce a tabulated statement</p>	<p>Follow specific instructions regarding layout. Ability to set out a tabulated statement, centring it both vertically and horizontally; know how to use differing typefaces and fonts and develop and produce displays which are well balanced.</p>
<p>3 Produce a range of business correspondence from provided materials</p>	<p>Knowledge of how to lay out information in accordance with organisational house style or accepted layout convention and the ability to follow printers' corrections; the organisation's distribution and copying procedures should also be known; placement of specific instructions, for example, confidential, for the attention of and private should be known; an ability to key in sums of money and totals as well as measurements; knowledge of how to indicate enclosures, list sections, for example, enumerated, bullet points or lettered sections, within a document.</p> <p>Candidates should be able to produce an addressed envelope or label using word processing equipment, knowledge of word processing functions should be extended by the use of underscoring, changing fonts, setting margins, temporary indents and automatic page numbering.</p>

National Course Specification: course details (cont)

COURSE Administration (Intermediate 2)

4 Recall, edit and produce hard copy of documents as directed	Editing skills should be extended to include inserting and deleting words, figures and paragraphs and moving blocks of text; knowledge of how to reparagraph, alter page breaks and set temporary margins as well as shortcut techniques.
5 Produce error-free copy of approximately 300 words in a one-hour working period	Follow specific instructions regarding layout while building up production speed required throughout this unit, knowledge of how to add a tear-off portion to a letter and how to key in an enumerated section using any special features offered by the software.

ASSESSMENT

To gain the award of the course, the candidate must achieve all the component units of the course as well as the external assessment. External assessment will provide the basis for grading attainment in the course award.

When units are taken as component parts of a course, candidates will have the opportunity to demonstrate achievement beyond that required to attain each of the unit outcomes. This attainment may, where appropriate, be recorded and used to contribute towards course estimates, and to provide evidence for appeals. Additional details will be provided, where appropriate, with the exemplar assessment materials. Further information on the key principles of assessment are provided in the paper, *Assessment*, published by HSDU in May 1996.

DETAILS OF THE INSTRUMENTS FOR EXTERNAL ASSESSMENT

External assessment will be based on a practical exercise of 2 hours duration. Candidates will be asked to carry out a series of short, integrated tasks.

Task 1 will consist of keying in a business document of approximately 150 words. Candidates will be provided with a hard copy with amendments and will be required to produce an accurate, appropriately laid out final copy (25 marks).

Task 2 will require candidates to create a database or spreadsheet. They will be required to access, interrogate (by searching on 2 fields) and manipulate data held on disk in a database and print out a short report. They will be required to edit and extract information from a spreadsheet file and produce hard copy. Candidates may have to research some information from a variety of sources, for example, from disk and/or paper-based sources (50 marks).

Task 3 will require candidates to respond to a series of short answer and restricted response questions (25 marks).

National Course Specification: course details (cont)

COURSE Administration (Intermediate 2)

GRADE DESCRIPTIONS

The descriptions below are of expected performances at Grade C and at Grade A. They are intended to assist candidates, teachers, lecturers and users of the certificate and to help establish standards when question papers are being set. The grade of the award will be based on the total score obtained in the examination.

Grade C

In order to obtain a grade C for Intermediate 2 Administration, a candidate must:

- apply knowledge and understanding to a number of familiar and unfamiliar contexts
- demonstrate some ability to integrate material drawn from any part of the course content
- show a basic understanding of how information and information technology contribute to administration and decision making
- show an ability to key in and amend work to a mailable standard

Grade A

In addition, candidates who achieve a grade A must demonstrate the ability to:

- consistently apply knowledge and understanding to a range of familiar and unfamiliar contexts, some of which may be complex
- demonstrate a high degree of ability to integrate material drawn from any part of the course content
- demonstrate a high degree of skill in keying in and amending work
- demonstrate an ability to use presentation skills to a high standard
- demonstrate clarity and logic in the presentation of answers

APPROACHES TO LEARNING AND TEACHING

It is envisaged that the units are taught in an integrative manner. Throughout, the learning and teaching approach should emphasise the integrated nature of administrative work and the importance of using information technology as a tool necessary in modern office work. Teachers and lecturers may like to think in terms of using one organisation to help candidates contextualise their learning and to serve as the method of introducing candidates to the kind of procedures which would be used in business. To this end, staff may wish to develop a handbook with the kind of procedures which they would like followed in the simulated firm, with candidates having access to handbooks and guides to help them when they are unsure. Procedures developed in a centre would obviously be able to take into account the equipment and facilities available in that centre. It is envisaged that the delivery of these units will take place in an environment which reflects that found in business, with candidates having access to both computers and the resources usually found within an office, for example, filing cabinets, reference sources and in-trays.

National Course Specification: course details (cont)

COURSE Administration (Intermediate 2)

While, initially, there will be significant teacher or lecturer input, it is envisaged that much of the time spent in this course will have the teacher or lecturer acting as facilitator or supervisor, checking on pace and content of what is being produced. Candidates will be encouraged to produce work within given deadlines and work produced should be of a quality acceptable in business. Some learning and teaching materials should be sufficiently large to stretch over more than one teaching period while other tasks will have a short completion time.

Integrating the content of the three units and the various outcomes can be achieved in several ways and ideally should be tackled throughout the teaching of the units. For example, the use of organisational documentation and correct forms of communication should be encouraged. Candidates should be encouraged to present all information to their teacher or lecturer in a form which is acceptable in a business environment. Templates or pro-formas could be set up on the centre's system to encourage this approach and to provide a more realistic business environment. The kind of documents envisaged are memos, reports and business forms, for example, for booking accommodation or catering facilities. Not only would this encourage the candidate to input directly on to a machine but it is also in keeping with the practices followed by most large organisations to ensure conformity.

The element of time constraints is important in a vocational context and candidates should be introduced to time constraints at an early stage in the course. When meeting deadlines is crucial, candidates should be encouraged to seek help and give help to colleagues when required. Introducing timed elements at an early stage in the course, for small projects or pieces of work, will help candidates to begin to judge how much time they require to carry out certain tasks. These time constraints should be introduced to integrative tasks to encourage candidates to plan their time and the use of equipment at their disposal. Candidates should also make extensive use of case studies, simulations and role-plays. The use of general purpose software should be encouraged, as should access to the Internet and CD ROMs for information. However, it is important to note that developments in technology may mean that certain tasks could be carried out in a number of ways, for example, using e-mail or fax or using answer machines(voicemail). The choice of method may depend on appropriateness to purpose and the level of technology available.

Throughout, candidates should be encouraged to take an innovative approach to using the software at their disposal. As this is a course with a strong work-related dimension, centres should be encouraged to use software and hardware comparable to that found in business. Further information on the context can be found in the units themselves.

Where appropriate, arrangements should be made to ensure that there will be no artificial barriers to learning and assessment. The nature of a candidate's special needs should be taken into account when planning learning experiences and selecting assessment instruments. Alternative arrangements can be made as necessary.

National Course Specification: course details (cont)

COURSE Administration (Intermediate 2)

SPECIAL NEEDS

This course 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 alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment and Certification Arrangements for Candidates with Special Needs/Candidates whose First Language is not English* (SQA, 1998).

SUBJECT GUIDES

A Subject Guide to accompany the Arrangements documents has been produced by the Higher Still Development Unit (HSDU) in partnership with the Scottish Consultative Council on the Curriculum (SCCC) and Scottish Further Education Unit (SFEU). The Guide provides further advice and information about:

- support materials for each course
- learning and teaching approaches in addition to the information provided in the Arrangements document
- assessment
- ensuring appropriate access for candidates with special educational needs

The Subject Guide is intended to support the information contained in the Arrangements document. The SQA Arrangements documents contain the standards against which candidates are assessed.

National Unit Specification: general information

UNIT	Administrative Support (Intermediate 2)
NUMBER	D007 11
COURSE	Administration (Intermediate 2)

SUMMARY

This unit is designed to enable candidates to deal with administrative functions within an office environment. Candidates will be required to research information, arrange events and travel, prepare and agree their personal development plan as well as their own work flow.

OUTCOMES

- 1 Identify, prioritise and record plans to improve personal performance and work flow.
- 2 Monitor and maintain health, safety and security within the working area.
- 3 Supply information for a specific purpose.
- 4 Organise travel and accommodation arrangements.
- 5 Contribute to the arrangement of meetings.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates will normally be expected to have attained one of the following:

- Standard Grade Office and Information Studies or Standard Grade Administration at General level
- Administration Intermediate 1
- the component units of *Administration Intermediate 1 – Administrative Support (Int 1)*, *Information Technology: Office Applications (Int 1)* and *Word Processing 1 (Int 1)*

and

- Standard Grade English at General level

Administrative Information

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National Unit Specification: general information (cont)

UNIT Administrative Support (Intermediate 2)

CREDIT VALUE

1 credit at Intermediate 2.

CORE SKILLS

This unit gives automatic certification of the following:

Complete core skills for the unit Problem Solving Int 2

Additional core skills for the unit Oral Communication Int 1

Additional information about core skills is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, 1999).

National Unit Specification: statement of standards

UNIT Administrative Support (Intermediate 2)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Identify, prioritise and record plans to improve personal performance and work flow.

Performance criteria

- (a) Personal development needs are identified, agreed and recorded with appropriate person.
- (b) Planned actions, objectives and tasks are identified, prioritised, documented and reviewed with appropriate person.
- (c) Information is obtained, kept up to date and organised into a suitable form to aid own work activities and help work flow within the organisation.

Note on range for the outcome

Plans: personal development plan, action plan, priorities list.

Evidence requirements

A personal development plan, action plan and priorities list.

OUTCOME 2

Monitor and maintain health, safety and security within the working area.

Performance criteria

- (a) Existing or potential hazards are identified and appropriate remedial action is suggested or carried out.
- (b) Emergencies are reported and recorded accurately in accordance with established procedures.
- (c) Work practices and organisation of own work area are in accordance with organisational requirements and minimise risk to self and others.
- (d) Organisational security procedures are carried out correctly.

Note on range for the outcome

Work area: all equipment, fixtures and fittings within own immediate work area.

Emergencies: accidents, fire.

Security procedures: personal identification, entry, exit, equipment.

Evidence requirements

Short written answers based on case study material. Candidates must attain 70% to gain a pass.

National Unit Specification: statement of standards (cont)

UNIT Administrative Support (Intermediate 2)

OUTCOME 3

Supply information for a specific purpose.

Performance criteria

- (a) Information sources are correctly identified and accessed and all relevant information is abstracted.
- (b) Where available information does not match requirements, appropriate options and alternatives are identified and offered.
- (c) Information is correctly compiled and supplied in an appropriate form, within required deadlines.

Note on range for the outcome

Information sources: paper-based information, electronically held information, internal to organisation, external to organisation, person-to-person.

Information compiled by using: copied information, composition of information.

Form of information: tabular, graphical, text.

Evidence requirements

A series of practical exercises.

OUTCOME 4

Organise travel and accommodation arrangements.

Performance criteria

- (a) Arrangements made for travel and accommodation conform both to instructions and organisational procedures.
- (b) Arrangements for travel and accommodation including costs are recorded and an accurate schedule provided within agreed deadlines.
- (c) Where specified requirements cannot be met, appropriate alternatives are identified and reported.

Note on range for the outcome

Travel: road, rail, sea, air.

Accommodation: residential, non-residential.

Arrangements: for a group.

Evidence requirements

Booking form, letters of confirmation, itinerary/itineraries.

National Unit Specification: statement of standards (cont)

UNIT Administrative Support (Intermediate 2)

OUTCOME 5

Contribute to the arrangement of meetings.

Performance criteria

- (a) All necessary documentation is prepared for meeting in accordance with participants' instructions.
- (b) Arrangements for catering services are within budget and in accordance with requirements and instructions.
- (c) Arrangements for accommodation and facilities are in accordance with requirements and instructions.

Note on range for the outcome

Participants: internal to organisation, external to organisation.

Catering services: internal to organisation, external to organisation.

Arrangements: registration, in location internal to organisation, in location external to organisation.

Facilities: overhead projector, video, special needs facilities.

Documentation: notice of meeting and agenda.

Evidence requirements

Booking arrangements and documentation.

National Unit Specification: support notes

UNIT Administrative Support (Intermediate 2)

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

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

GUIDANCE ON CONTENT AND CONTEXT FOR THIS UNIT

This unit would be suitable for anyone wishing to learn how to deal with administrative tasks carried out in an office environment. It encompasses the generic skills of researching information from internal and external sources, contributing to the effectiveness of work flow and monitoring and maintaining a healthy, safe and secure workplace. It also encapsulates the specific administrative tasks of organising travel and accommodation arrangements and meetings. In addition, candidates will also be expected to identify their own training needs and help to formulate a personal development plan.

This unit is set in the context of the modern business environment and candidates should be introduced to up-to-date office procedures and practices throughout. Throughout the teaching of all of the component units of the course, the use of a simulated organisation is to be encouraged. Learning within a particular context is more meaningful to most candidates. This approach could be widened during the unit with candidates being asked to carry out tasks for various departments in the organisation, thus widening their experience of dealing with different contexts. For example, candidates could produce work for the Accounts Department and also for Human Resources, emphasising both the common elements of some types of administrative tasks and their differences within one organisation.

Links with business would be particularly useful to candidates undertaking this unit and centres should be encouraged to link the unit to work experience or visits. Visits could be organised in a structured way with different groups of candidates finding out how the organisation deals with some aspects the candidates have already studied.

Outcome 1

Candidates will be introduced to self-assessment methods to encourage them to identify opportunities for development. They will be required to research sources of information on their own achievements and should explore sources of advice and information. They will be required to prepare their own development plans, clearly identifying what sources of advice and information they have consulted and what training provision is available to them. Development plans will be agreed and reviewed throughout the unit, with implementation and reviews being clearly recorded. Candidates will be encouraged to add any evidence of achievements to their plans.

Candidates should be aware of what is expected of them in their own work role and in the activities they carry out in class as well as their responsibilities to the rest of the group. They will be encouraged to prioritise and organise their own work, and will be introduced to a variety of planning and scheduling techniques and aids including Priorities Lists and Action Plans. Candidates will be introduced to time and task management and will be encouraged to work as part of a team. Different work methods and practices should be discussed.

National Unit Specification: support notes (cont)

UNIT Administrative Support (Intermediate 2)

Outcome 2

Candidates will be aware of the common kinds of accidents and health emergencies which can happen in the workplace, and should also be aware of the types and usage of fire emergency equipment. They should also know of the hazards involved in using office equipment and how to minimise risk from these hazards, particularly in their own work area. Candidates should know how to report emergencies, and when they are authorised to deal with emergencies. Candidates should know organisational procedures for dealing with emergencies. Candidates should also be aware of potential security risks, when they are authorised to deal with security risks, and they should be aware of organisational security policy and reporting procedures. Candidates should also be aware of the various legal requirements concerning health and safety, in particular in relation to the use of VDUs.

Outcome 3

Candidates require to receive and interpret different types of instructions, and to plan and organise searches. They will have to identify, access and interpret information. As candidates are required to both compose and copy information researched, they will be required to have effective language skills to précis and compose information, use punctuation correctly and present information in the required format. Candidates should be able to use databases, microfiche, videotext, books, brochures, newspapers, the Internet, CD ROM and other electronic-based information systems as they become available. Candidates should be aware of the limitations imposed by copyright and also be aware of the kind of security and confidentiality procedures adopted by organisations.

Outcome 4

Candidates will be required to use information sources effectively for travel and accommodation arrangements, for example, timetables, directories, hotel guides, maps, brochures, CD ROM, etc. They should be aware of the different types of procedures operated by organisations for booking travel and accommodation and should be able to follow these procedures. Candidates should be able to prepare letters of confirmation and prepare itineraries, as well as calculate costs involved in taking particular routes and alternative methods of travel. Candidates should be able to deal with changes in international time zones when making arrangements.

Outcome 5

Candidates will be aware of different organisational procedures for acquiring resources and making arrangements for both internal and external meetings. They should be able to follow procedures for notification of meetings and for registration of delegates. Where papers require to be circulated, candidates should be able to prepare and copy these papers. They should also know how to make arrangements for facilities required, for example, overhead projectors, videos, seating arrangements, arrangements for those with special needs, catering facilities, and car parking.

National Unit Specification: support notes (cont)

UNIT Administrative Support (Intermediate 2)

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Candidates should be encouraged to take a positive attitude towards the quality of their own work and be self-correcting. Realistic materials and documentation should be used throughout and a thematic approach adopted where possible.

Where a simulated activity is carried out, working conditions should try to reflect those found in the workplace and include the kind of facilities, equipment and materials used in the workplace.

Integration is an important feature of a practical unit such as this and it is anticipated that the outcomes will be assessed, and indeed taught, in an integrated way, for example, Outcomes 3, 4 and 5 revolving around the arrangement of an internal and external meeting. While the candidates are working on this assessment, part of Outcome 1 could be assessed by completion of Priorities' Lists.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The following are guidelines on the content of the assessment instruments:

Outcome 1

An organisational format for a simple Personal Development Plan is recommended, along with an organisational handbook on organisational procedures involved. The candidate should submit all documentation, including the plan, with any rough notes and notes of any meeting with the teacher or lecturer involved. Evidence should be logged of reviews, objectives and actions planned to meet those objectives. An up-to-date record of progress should be available at all times.

From the beginning of the unit the candidate should be encouraged to keep Priorities Lists and Action Plans.

Outcome 2

Evidence of hazards and security risks identified should be recorded and retained with copies of accident reports in response to case study materials.

Outcome 3

This outcome could be overtaken in a number of ways, but ideally it should be linked with other outcomes of this unit. The candidate will be required to carry out a number of research tasks, encompassing both the range and the performance criteria, for example, assessment could consist of 2 tasks:

National Unit Specification: support notes (cont)

UNIT Administrative Support (Intermediate 2)

Task 1: Using paper-based information, the candidate could look up the travel requirements for part of Outcome 4 and present the information in the form of an itinerary. This could link with Task 1 of Outcome 4. Videotext could be referred to for up-to-date exchange rates for foreign travel, and background information could be obtained from CD ROM or from library reference sources. This would overtake paper-based information, electronically held information, information which is external to the organisation or information requested by someone internal to the organisation.

Task 2: Linking with the arrangement of a meeting in Task 1 of Outcome 5, the candidates could look up information which is internal to the organisation, for example, for people serving on a particular committee. They may also be asked to provide information for the organisation's accountant, such as figures in tabular form which they could get from electronically held or paper-based sources, and copy. They might also be asked on a person-to-person basis to supply, for example, the chairman with graphical information for distribution at the meeting. The candidate would have to retrieve information from these various sources, compile and produce the required data, thus meeting the range.

Outcome 4

This outcome can be linked with Outcome 3 and Outcome 5. A minimum of 2 tasks should be arranged which encompass the range, for example:

Task 1: There is a group of 20 travelling by rail and sea to Europe who require accommodation for 3 days at the chosen location.

Task 2: A flight should be arranged for a person external to the organisation to come from London, hire a car and attend a meeting at your organisation. This person will not require overnight accommodation.

Outcome 5

A minimum of two tasks should be arranged, for example:

Task 1: A meeting to be linked with Task 2 in Outcome 4, such as an internal meeting with persons internal to the organisation and external to the organisation. Arrangements regarding catering, transportation, provision of notice, agenda and copies of the minutes from the previous meeting should be organised, and a room and overhead projector booked. Some special needs requirements could also be included.

Task 2: An event should be booked external to the organisation, after realistic estimates have been obtained, for people both internal and external to the organisation. Catering should be arranged, a video should be requested, registration procedures should be outlined and a letter prepared for those attending.

SPECIAL NEEDS

This 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 alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment and Certification Arrangements for Candidates with Special Needs/Candidates whose First Language is not English* (SQA, 1998).

National Unit Specification: general information

UNIT	Information Technology: Office Applications (Intermediate 2)
NUMBER	D008 11
COURSE	Administration (Intermediate 2)

SUMMARY

This unit is designed to enable candidates to develop the competences required to process, sort, check, store, produce, present and communicate information electronically within the modern office environment.

OUTCOMES

- 1 Create, amend, update extract and present information in a specified format, using a variety of software applications.
- 2 Use electronic methods of communication for sending and receiving information.
- 3 Demonstrate good working practices.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates would normally be expected to have achieved one of the following:

- Standard Grade Office and Information Studies or Standard Grade Administration at General level
 - Administration Intermediate 1
 - the component units of *Administration Intermediate 1 - Administrative Support (Int 1)*, *Information Technology: Office Applications (Int 1)* and *Word Processing 1 (Int 1)*
- and
- Standard Grade English at General level

Administrative Information

Superclass:	AY
Publication date:	March 2001
Source:	Scottish Qualifications Authority
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National Unit Specification: general information (cont)

UNIT Information Technology: Office Applications (Intermediate 2)

CREDIT VALUE

1 credit at Intermediate 2.

CORE SKILLS

There is no automatic certification of core skills or core skills components in this unit.

Additional information about core skills is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, 1999).

National Unit Specification: statement of standards

UNIT Information Technology: Office Applications (Intermediate 2)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Create, amend, extract and present information in a specified format, using a variety of software applications.

Performance criteria

- (a) Formats are set up as specified.
- (b) Data is amended as specified.
- (c) Requested information is extracted and presented accurately, in the format requested and in a form acceptable in a working office environment.

Note on range for the outcome

Software application: spreadsheet, database, word processing.

Evidence requirements

Production of error-free hard copy on final submission from each of the applicants, before and after amendments are made. On first submission the teacher/lecturer may point out a maximum of 2 errors in each printout which should be corrected and re-submitted.

Spreadsheet: the candidate must set up a spreadsheet with a minimum of 5 rows and 4 columns labelled appropriately and demonstrate the following:

- input/amend data (figures, text, currency)
- formulae (including use of relative and absolute cell reference)
- insert and delete row
- insert and delete column
- creation of a graph or a pie chart
- print entire worksheet, print block, print formulae, print graph/chart

Database: the candidate must set up a database with a minimum of 5 fields and 10 records and demonstrate the following:

- use of alphabetic, numeric and data fields
- add, delete and edit records
- sort records
- interrogate database (by searching on 2 fields)
- print the entire database; the result of a sort and an interrogation; selected fields

National Unit Specification: statement of standards (cont)

UNIT Information Technology: Office Applications (Intermediate 2)

Word processing: the candidate must key in a document of a minimum of 100 words and a maximum of 130 words and demonstrate the following:

- centring
- temporary indent
- embolden, or underscore or italicise text
- change left and right margins
- insert a word and a sentence
- delete a word and a sentence
- move a sentence
- adding a graphic
- print the whole document and part of the document

OUTCOME 2

Information is sent, received and organised electronically.

Performance criteria

- (a) Information is sent electronically according to instructions.
- (b) Information is recorded electronically.
- (c) Information is organised electronically.

Note on range for the outcome

Information sent by: fax; e-mail; voicemail (answer machine).

Information received by: e-mail, voicemail (answer machine).

Information organised: e-diary.

Evidence requirements

Hard copy of e-mail sent and received. Fax cover page and/or fax confirmation/transmission report.

Hard copy of e-diary.

OUTCOME 3

Demonstrate good working practices.

Performance criteria

- (a) The workstation is kept tidy and free from hazards.
- (b) Equipment and software are used in accordance with operating instructions.
- (c) Potential hazards or faults in equipment are recognised and reported promptly.
- (d) Procedures for security and confidentiality are always followed.

Note on range for the outcome

Software: spreadsheet, database, word processing.

Equipment: computer, printer.

Evidence requirements

An observation checklist and 5 questions requiring short written answers. The candidate must achieve 70% to gain a pass.

National Unit Specification: support notes

UNIT Information Technology: Office Applications (Intermediate 2)

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

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

GUIDANCE ON CONTENT AND CONTEXT FOR THIS UNIT

This unit would be suitable for anyone wishing to learn how to create, amend and update data and text using spreadsheets, databases and word processing software. Candidates will also learn how to use e-mail, fax machines, electronic diaries and voicemail (answering machines).

This unit is set in the context of the modern business environment and candidates should be introduced to up-to-date office software and hardware and modern office procedures and practices throughout. Throughout the learning and teaching of the component units of the course, the use of a simulated organisation is to be encouraged. Learning within a particular context is more meaningful to most candidates. This approach could be widened during the unit with candidates being asked to carry out tasks for various departments in the organisation, thus widening their experience of dealing with different contexts. For example, candidates could produce work for the Accounts Department and also for Human Resources, in this way emphasising the common use different departments make of business software.

Links with the business community would be particularly useful to candidates undertaking this unit and centres should be encouraged to link the units to any work experience or visits, thus widening the candidates' experience of the use of software in business.

Corresponding to the outcomes, candidates will be expected to know keyboard layout, operation and technique, how to load and exit each application, how to correct errors within each software application, and how to recall files and save information in each software application.

Outcome 1

For each application, candidates will be required to create new files, input data, amend data and amend structures. They will also be required to locate and retrieve files, extract information and obtain hard copy following instructions. Candidates will also have to operate printers, and should know how to carry out routine procedures such as replacing paper and cartridges.

Outcome 2

Candidates should know the organisation's procedures for dealing with e-mail, fax, electronic diaries and voicemail (answering machines). An understanding of priorities and speed, as well as cost, is important. Candidates should be able to prepare material for transmission and should be able to assess the best method of communication given particular circumstances. In the case of voicemail (answering machine), candidates should be able to record messages to be played to incoming callers, transcribe messages which are recorded and record messages on other people's machines.

National Unit Specification: support notes (cont)

UNIT Information Technology: Office Applications (Intermediate 2)

Outcome 3

Candidates should know the organisation's procedures for reporting problems in operating equipment. They should be aware of data protection and copyright legislation, and the organisational policy towards disclosing information. Candidates should be aware of potential hazards relating to the use of VDUs.

Candidates should know how to delete files, rename files, copy files, format and copy disks (if appropriate), and set up directories (if appropriate). They should be aware of the naming conventions used in their organisation and should follow good housekeeping procedures.

GUIDANCE ON LEARNING AND TEACHING FOR THIS UNIT

Candidates should be encouraged to take a positive attitude towards the quality of their own work and be self-correcting. Realistic materials and documentation should be used throughout and a thematic approach adopted where possible. Integration is an important feature of a practical unit such as this and it is anticipated that the outcomes will be assessed and indeed taught in an integrated way, for example, Outcome 3 would be observed throughout the unit.

Where an observation checklist is asked for, this should be used throughout the unit to check competence over a period of time.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The following are guidelines on the content of the assessment instruments. It is envisaged that all of the outcomes could be assessed in a particular context, for example, an organisation which is currently setting up formats for use in its business.

Outcome 1

In this outcome the candidate may submit hard copy with a maximum of 2 errors in each printout. These errors would be pointed out by the teacher/lecturer and, subsequently, error-free copy should be submitted. Any candidate submitting work with more than 2 errors will be required to submit an alternative assessment.

Outcome 2

Candidates should send a fax, should send and receive e-mail, should make appointments in their own electronic diary, and should have evidence of recording and receiving messages on voicemail (answering machine).

National Unit Specification: support notes (cont)

UNIT Information Technology: Office Applications (Intermediate 2)

Outcome 3

An observation checklist should be used which includes observed performance of the candidate throughout the unit:

- using equipment according to instructions
- maintaining workstation in a tidy manner
- following health and safety procedures
- reporting faults in equipment promptly

In addition, 5 short answer questions to which candidates should provide written answers to test knowledge and understanding which cannot be demonstrated. A cut-off score of 70% will be applied.

SPECIAL NEEDS

This 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 alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment and Certification Arrangements for Candidates with Special Needs/Candidates whose First Language is not English* (SQA, 1998).

National Unit Specification: general information

UNIT	Word Processing 2 (Intermediate 2)
NUMBER	D010 11
COURSE	Administration (Intermediate 2)

SUMMARY

This unit is designed to enable candidates to produce business correspondence and display materials at a production rate of approximately 300 words in a one-hour working period.

OUTCOMES

- 1 Demonstrate good working practices.
- 2 Produce a tabulated statement.
- 3 Produce business correspondence.
- 4 Recall, edit and produce hard copy of documents as directed.
- 5 Produce mailable copy of approximately 300 words in a one-hour working period.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates will normally be expected to have attained one of the following:

- Standard Grade Office and Information Studies or Standard Grade Administration at General level
 - Administration Intermediate 1
 - the component units of *Administration Intermediate 1 – Administrative Support (Int 1)*, *Information Technology: Office Applications (Int 1)* and *Word Processing 1 (Int 1)*
- and
- Standard Grade English at General level

Administrative Information

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National Unit Specification: general information (cont)

UNIT Word Processing 2 (Intermediate 2)

CREDIT VALUE

1 credit at Intermediate 2.

CORE SKILLS

There is no automatic certification of core skills or core skills components in this unit.

Additional information about core skills is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, 1999).

National Unit Specification: statement of standards

UNIT Word Processing 2 (Intermediate 2)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Demonstrate good working practices.

Performance criteria

- (a) The word processing program is loaded, used and exited in accordance with the system's operating instructions.
- (b) The workstation is kept tidy and free from hazards.
- (c) Potential hazards in the work area and faults in equipment are recognised and reported promptly.
- (d) Instructions for file management are followed.
- (e) Procedures for security and confidentiality are always followed.

Note on range for the outcome

Workstation: computer, printer.

File management: saving files into specified folders/directories, deleting files, renaming files, copying files (from one folder/directory to another).

Evidence requirements

An observation checklist and 5 short answer questions.

OUTCOME 2

Produce a tabulated statement.

Performance criteria

- (a) Material is presented effectively with reference to space, balance and purpose.
- (b) Data is checked for accuracy against source materials and instructions.
- (c) Hard copy is produced in accordance with instructions.

Note on range for the outcome

Source materials: printed with manuscript corrections.

Evidence requirements

Hard copy of a tabulated statement with a minimum of 3 columns with column headings and a minimum of 10 lines in length. **On first submission the teacher/lecturer may point out a maximum of 2 errors which should be corrected and re-submitted. If the candidate's evidence has more than 2 errors on first submission, a reassessment is required. On final submission a maximum of one error is acceptable.**

National Unit Specification: statement of standards (cont)

UNIT Word Processing 2 (Intermediate 2)

OUTCOME 3

Produce business documents.

Performance criteria

- (a) Documents conform to organisational layout.
- (b) All data is checked for accuracy against source materials and instructions.
- (c) Hard copy is produced in accordance with instructions.

Note on range for the outcome

Documents: letter, skeleton document.

Source materials: manuscript, printed with manuscript corrections.

Evidence requirements

Hard copy of letter with specific instructions, continuation sheet and skeleton document. Totalling should be demonstrated in either of the documents. **On first submission the teacher or lecturer may point out a maximum of 3 errors in the letter with a continuation sheet, and 2 errors in the skeleton document, which should be corrected and re-submitted. If the candidate's evidence has more than the specified number of errors on first submission, a reassessment is required. On final submission a maximum of one error in each document is acceptable.**

OUTCOME 4

Recall and edit text.

Performance criteria

- (a) Documents are recalled and amended according to instructions.
- (b) All data is checked for accuracy against hard copy and instructions.
- (c) Hard copy is produced in accordance with instructions.

Note on range for the outcome

Documents: letter, skeleton document.

Instructions: insert, delete and move text, alter page break, create temporary margin, reparagraph, insert data into skeleton document.

Sources: documents held on disk with amendments marked on hard copy.

Evidence requirements

Hard copy of a two-page letter and a completed skeleton document. **On first submission the teacher/lecturer may point out a maximum of 2 errors in the letter with continuation sheet, and 2 errors in the skeleton document, which should be corrected and re-submitted. If the candidate's evidence has more than 2 errors in each document on first submission, a reassessment is required. On final submission a maximum of one error in each document is acceptable. As this is a recall teachers/lecturers should look for errors only in the edited/amended sections.**

National Unit Specification: statement of standards (cont)

UNIT Word Processing 2 (Intermediate 2)

OUTCOME 5

Produce mailable copy of approximately 300 words in a one-hour working period.

Performance criteria

- (a) Documents conform to organisational layout.
- (b) All documents are check for accuracy against source materials and instructions.
- (c) Hard copy is produced in accordance with instructions.

Note on range for the outcome

Documents: tabulated statement, letter, skeleton document for completion.

Source materials: printed with manuscript corrections, manuscript.

Evidence requirements

One task consisting of 3 documents produced in a one-hour working period. **Final submission of data for marking should contain a maximum of 4 errors.**

National Unit Specification: support notes

UNIT Word Processing 2 (Intermediate 2)

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

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

GUIDANCE ON CONTENT AND CONTEXT FOR THIS UNIT

The purpose of this unit is to help candidates to acquire the skills necessary to produce business documents, and to attain a production speed of 300 words in a one-hour working period using word processing equipment.

This unit is set in the context of the modern business environment and candidates should be introduced to up-to-date office procedures and practices throughout. Ideally, software packages comparable to those used in business should be used and candidates should be encouraged to explore these packages for themselves, using help menus and shortcuts as appropriate.

Outcome 1

Candidates should be aware of procedures for reporting problems in operating equipment. They should be aware of the security and confidentiality procedures of the organisation, and data protection and copyright legislation. They should also be aware of the health and safety procedures of the organisation as well as the potential hazards relating to electrical equipment and, in particular, VDUs. Candidates should be aware of and follow file management procedures

Outcome 2

Candidates should be able to produce a tabulated statement either by setting tabs or through the use of any appropriate software feature. They should be aware of how to vary fonts, typestyle and spacing to draw attention to certain parts of documents. Although precise horizontal and vertical centring is not a requirement, candidates should be able to place a table centrally on the page.

Outcome 3

Candidates should be able to operate a keyboard effectively, use appropriate error-correction techniques and spellcheck facilities and should be able to save and take hard copies of documents produced. They should be able to lay out information in accordance with organisational house style, and should be able to read manuscript corrections.

Candidates should also know how to deal with specific instructions, for example, confidential, for the attention of, and private. Candidates should be able to type sums of money and totals, as well as measurements. They should know how to indicate enclosures, do a continuation sheet for a letter, and should be able to deal with word processing functions such as underlining, changing fonts, changing typefaces, emboldening, setting margins, setting temporary indents and setting automatic page numbering. Candidates should know how to deal with enumerated sections within a document and should know how to address envelopes.

Outcome 4

Candidates should be able to delete text, insert text, move text, alter page breaks, reparagraph and create temporary margins.

National Unit Specification: support notes (cont)

UNIT Word Processing 2 (Intermediate 2)

Outcome 5

Candidates should be building up a production speed throughout this unit.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Candidates should be encouraged to take a positive attitude towards the quality of their own work and be self-correcting. Realistic materials and documentation should be used throughout and a thematic approach adopted where possible. Proof-reading skills, spelling, punctuation and the ability to use resource and reference materials effectively should be emphasised.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The following are guidelines on the content of the assessment instruments. It is envisaged that all of the outcomes will be assessed in the context of one organisation.

Where an observation checklist is asked for, this should be used throughout the unit to check competence over a period of time.

Outcome 1

Observation checklist which includes observed performance of the candidate:

- using equipment according to the manufacturer's instructions
- maintaining workstation in a tidy manner
- following health and safety procedures
- reporting faults in equipment promptly
- renaming files
- copy files and/or disks
- moving files
- deleting files
- saving files in specified folders/directories

and 5 short written or oral questions.

National Unit Specification: support notes (cont)

UNIT Word Processing 2 (Intermediate 2)

Outcome 2

The assessment for this outcome consists of one task - a tabulated statement which has a minimum of 3 columns with column headings and a minimum of 10 lines in length. It should be produced from a printed source with manuscript corrections. Before the document is submitted for signing it should be proof-read by the candidate and there should be no more than 2 errors in the tabulated statement - these errors may be indicated by the teacher/lecturer. **On first submission, the identification of the errors, by the teacher/lecturer is a crucial part of the process.** The candidate will then be permitted to amend these errors and submit a corrected document. The insertion of an additional character space, or line space would not count as an error and would not make the document unacceptable.

Outcome 3

The assessment for this outcome consists of 2 tasks:

Task 1: A two-page letter.

Task 2: A skeleton document.

Before both documents are submitted they should be proof-read by the candidate. There should be no more than 3 errors in the letter and 2 errors in the skeleton document on submission by the candidate - these errors may be indicated by the teacher/lecturer. The candidate will then be permitted to amend these errors and submit corrected documents.

Outcome 4

The assessment for this outcome consists of 2 tasks, editing a two-page letter and inputting data into a skeleton document.

The candidate will be required to recall text (this could be material used for assessment purposes in Outcome 3, or it could be a two-page document held on file and a skeleton document). The candidate should not be required to input this data to satisfy this outcome, but merely to carry out the amendments.

National Unit Specification: support notes (cont)

UNIT Word Processing 2 (Intermediate 2)

Outcome 5

The assessment for this outcome consists of a single task which will require the candidate to produce 3 business documents totalling 300 words.

Document 1: a letter.

Document 2: a memo of approximately 80 words in length, with a numbered display section.

Document 3: completion of a skeleton document.

Documents should be produced from manuscript and printed material and the candidate will have to follow both specific instructions and manuscript corrections within the 3 documents.

It should be noted that the skeleton document has to be made available to candidates electronically.

SPECIAL NEEDS

This 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 alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment and Certification Arrangements for Candidates with Special Needs/Candidates whose First Language is not English* (SQA, 1998).