



Administration and IT (National 5)

Draft National Course Assessment Specification



This edition: November 2011, draft version 1.0

Please refer to the note of changes at the end of this Course Assessment Specification for details of changes from previous version (where applicable).

© Scottish Qualifications Authority 2011

Contents

Course outline	1
Course assessment structure	1
Equality and inclusion	1
Assessment	2
Course assessment	2
Added value	2
Grading	2
Structure and coverage of the Course assessment	4
Setting, conducting and marking of assessment	6
Further mandatory information on Course coverage	7
Administrative information	9

Course outline

Course title:	Administration and IT (National 5)
SCQF level:	5 (24 SCQF credit points)
Course code:	to be advised
Course assessment code:	to be advised

The purpose of the Course Assessment Specification is to ensure consistent and transparent assessment year on year. It describes the structure of the Course assessment and the mandatory skills, knowledge and understanding that will be assessed.

Course assessment structure

Component — assignment	100 marks
------------------------	-----------

Total marks	100 marks
--------------------	------------------

This Course includes six SCQF credit points for 40 additional programmed hours to allow preparation for Course assessment. The Course assessment covers the added value of the Course.

Equality and inclusion

This Course Assessment Specification has been designed to ensure that there are no unnecessary barriers to assessment. Assessments have been designed to promote equal opportunities while maintaining the integrity of the qualification.

For guidance on assessment arrangements for disabled learners and/or those with additional support needs, please follow the link to the Assessment Arrangements web page: www.sqa.org.uk/sqa/14977.html.

Guidance on inclusive approaches to delivery and assessment of this Course will be provided in the *Course Support Notes*.

Assessment

To gain the award of the Course, the learner must pass all the Units as well as the Course assessment. Course assessment will provide the basis for grading attainment in the Course award.

Course assessment

SQA will produce and give instructions for the production and conduct of Course assessments based on the information provided in this document.

Added value

The purpose of the Course assessment is to assess added value of the Course as well as confirming attainment in the Course and providing a grade. The added value for the Course will address the key purposes and aims of the Course as defined in the Course Rationale. It will do this by addressing one or more of breadth, challenge, or application.

In this Course assessment, added value will focus on the following:

- ◆ challenge — requiring greater depth or extension of knowledge and/or skills
- ◆ application — requiring application of knowledge and/or skills in practical or theoretical contexts as appropriate

This added value consists of applying and extending learners':

- ◆ knowledge and understanding of administration in the workplace
- ◆ skills in using word processing, spreadsheets, databases and desktop publishing, or equivalent emerging technologies, to prepare documents related to a chosen event
- ◆ skills in using technology, including the intranet and the internet, for electronic communication and sourcing information related to the event
- ◆ skills in problems solving and communication with others

Grading

Course assessment will provide the basis for grading attainment in the Course award.

The Course assessment is graded A–D. The grade is determined on the basis of the total mark for all Course assessments together.

A learner's overall grade will be determined by their performance across the Course assessment.

Grade description for C

For the award of Grade C, learners will have demonstrated successful performance in all of the Units of the Course. In the Course assessment, learners will typically have demonstrated successful performance in relation to the mandatory skills, knowledge and understanding for the Course.

Grade description for A

For the award of Grade A, learners will have demonstrated successful performance in all of the Units of the Course. In the Course assessment, learners will typically have demonstrated a consistently high level of performance in relation to the mandatory skills, knowledge and understanding for the Course

Credit

To take account of the extended range of learning and teaching approaches, remediation, consolidation of learning and integration needed for preparation for external assessment, six SCQF credit points are available in Courses at National 5 and Higher, and eight SCQF credit points in Courses at Advanced Higher. These points will be awarded when a grade D or better is achieved.

Draft

Structure and coverage of the Course assessment

The Course assessment will consist of one Component, an assignment. The assignment will be conducted in two stages: stage one, preparing for the event and stage two, follow up tasks relating to the event.

Component — assignment

The purpose of this assignment is to assess learners' ability to extend and apply their administrative and IT skills, developed and acquired during the Course, in the context of the administrative support and organisation relating to an event.

The assignment will give learners an opportunity to demonstrate the following skills, knowledge and understanding:

- ◆ skills in using IT applications
- ◆ skills in using technology for electronic communication and investigation
- ◆ skills in organising, managing and communicating information
- ◆ administrative skills related to organising and supporting an event
- ◆ skills in problem solving
- ◆ understanding the context, audience and purpose of communication
- ◆ knowledge and understanding of a range of administrative tasks

The assignment will have 100 marks.

Learners must complete the entire assignment under supervision in class over a period not exceeding three hours. Although learners will have to complete the assignment independently of the teacher/lecturer, they will be able to refer to previously completed work. The assignment will be externally assessed.

The assignment will give learners the opportunity to carry out a range of administration- and IT-based tasks to:

- ◆ prepare for the event, which may also include contingency planning
- ◆ complete follow-up tasks where appropriate

Stage 1, preparing for the event, including contingency planning:

Learners will be given the opportunity to carry out a range of administration- and IT-based tasks to prepare for the event. The specific tasks will be relevant to the event and may cover:

- ◆ preparing a to-do/priorities list
- ◆ entering details into e-diary
- ◆ searching for information about the venue and resources and how to book them
- ◆ using spreadsheets to access relevant statistical or financial information, including the budget for the event
- ◆ using appropriate software to prepare the agenda
- ◆ using appropriate software to prepare materials which could include name badges, advertising, invitations, place-cards

- ◆ using databases for details of delegates/performers and to carry out the following functions: update, search, mail-merge and prepare letters, labels, attendees' report
- ◆ using presentation software to prepare the key speaker's presentation, background/welcoming presentation
- ◆ resolve a double-booking of the venue
- ◆ prepare additional documents at short notice
- ◆ changing travel or other arrangements due to unforeseen circumstances

Stage 2, follow-up tasks:

Learners will be given the opportunity to carry out administration- and IT-based follow-up tasks relevant to the event, which may include having to:

- ◆ Prepare an evaluation of the event (questionnaire)
- ◆ collate responses and present findings in a variety of formats, including charts
- ◆ prepare 'thank you' letters (to the venue host, participants and guests), using mail-merge
- ◆ preparing minutes, notes or action points

The weightings for stages will be dependent on the event selected and weightings for these stages will not be prescribed in order to allow flexibility year on year.

The tasks within the assignment will ensure relatively even emphasis is placed upon the different IT applications used to complete the tasks to support the event across the two stages.

Of the marks allocated above, between 10–20% will be awarded to administrative theory, which will be integrated within the tasks.

For further details of the Course requirements, please see the 'Further mandatory information on Course coverage' section.

Setting, conducting and marking of assessment

Controlled assessment — assignment

This assignment is:

- ◆ set by SQA
- ◆ conducted under some degree of supervision and control

Evidence will be submitted to SQA for external marking.

All marking will be quality assured by SQA.

The assignment will be provided by SQA.

The assignment will be carried out under supervised conditions to ensure that the work presented is the learner's own work.

The assignment must be completed within the start and finish dates set by SQA.

Appropriate use of resources is prescribed by SQA.

Further mandatory information on Course coverage

The following gives details of mandatory skills, knowledge and understanding for the Administration and IT (National 5) Course. Course assessment will involve sampling the skills, knowledge and understanding. This list of skills, knowledge and understanding also provides the basis for the assessment of Units of the Course.

When preparing learners for the Course assessment, please refer first to the 'Structure and coverage of the Course assessment' section.

Administrative theory	<ul style="list-style-type: none"> ◆ duties, skills, qualities of administrators ◆ customer service — the features, benefits of good and impact of poor customer service ◆ Health and Safety — organisational and personal responsibilities ◆ sources of information from internet — features of a reliable source, consequences of using an unreliable source
Organising and supporting events	<ul style="list-style-type: none"> ◆ carrying out planning tasks ◆ organising appropriate resources ◆ preparing appropriate documentation ◆ carrying out appropriate follow up activities ◆ carrying out self-evaluation
Word processing/desktop publishing	<ul style="list-style-type: none"> ◆ creating a range of business documents, complying with the house style; documents to include: <ul style="list-style-type: none"> — letter, form, itinerary, business report, minutes, agenda, to-do list, priorities list, thank you letters, evaluations ◆ updating a given business document; this will involve amending and manipulating its text to enhance its presentation, using own judgement ◆ creating a table, sorting the data and making use of formulae to summarise the information where appropriate ◆ integrating data from other IT applications dynamically into a business document ◆ merging appropriate data from spreadsheet and/or database applications into a business document: <ul style="list-style-type: none"> — address labels, letters, report, name badges, forms, certificates ◆ using functions of desktop publishing to produce a document
Spreadsheets	<ul style="list-style-type: none"> ◆ creating a workbook by selecting and applying appropriate formatting, formulae and functions: <ul style="list-style-type: none"> — basic arithmetical formula, average, relative/absolute cell references, maximum, minimum, count/counta/countif, if, named cells ◆ amending data in the workbook and sorting the data ◆ making amendments to the layout of the workbook to improve its presentation, using own judgement ◆ creating a chart from a range of charts to aid interpretation of numerical data and labelling it

	<p>independently using data from adjacent and non-adjacent columns</p> <ul style="list-style-type: none">◆ printing worksheets and extracts of worksheets
Databases	<ul style="list-style-type: none">◆ creating and amending a two-table relational database using appropriate tables and forms and importing data from spreadsheet applications into the database◆ manipulating information in a simple relational database; this will involve searching and sorting◆ presenting information from a simple relational database in a report format
Presentations	<ul style="list-style-type: none">◆ using functions of multimedia applications to create presentations◆ create new presentations and amend existing presentations
Electronic communication	<ul style="list-style-type: none">◆ searching for and extracting/downloading relevant information from the internet, showing an understanding of what constitutes a reliable source of information◆ searching for and extracting/downloading relevant information using an internal network (intranet)◆ using basic functions of web-based technologies to communicate an item of information in ways appropriate to its context, audience and purpose◆ use e-mail◆ use emerging technologies, eg blogs, podcasts◆ using intranet to communicate an item of information in ways appropriate to its context, audience and purpose◆ use an e-diary

Administrative information

Published: November 2011 (draft version 1.0)

Superclass: to be advised

History of changes

Course details	Version	Description of change	Authorised by	Date

© Scottish Qualifications Authority 2011

This specification may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged. Additional copies of this Unit can be downloaded from SQA's website at www.sqa.org.uk.

Note: You are advised to check SQA's website (www.sqa.org.uk) to ensure you are using the most up-to-date version of the Course Specification.