

Draft National Unit Specification



Unit title: Communication in Administration (National 4)

SCQF: level 4 (6 SCQF credit points)

Unit code: to be advised

Unit outline

The general aim of this Unit is to enable learners to use IT for gathering and sharing simple information with others in familiar administration-related contexts. Learners will develop a basic understanding of what constitutes a reliable source of information and an ability to use appropriate methods for gathering information. They will also become able to communicate simple information in ways showing a basic awareness of its context, audience and purpose.

Learners who complete this Unit will be able to:

- 1 Use technology to gather simple information in line with a simple brief
- 2 Use technology to prepare and communicate simple information in line with a simple brief

This Unit is a mandatory Unit of the Administration and IT (National 4) Course and is also available as a free-standing Unit. The Unit Specification should be read in conjunction with the *Unit Support Notes*, which provides advice and guidance on delivery, assessment approaches and development of skills for learning, skills for life and skills for work. Exemplification of the standards in this Unit is given in the *National Assessment Resource*.

The Added Value Unit Specification for the Administration and IT (National 4) Course gives further mandatory information on Course coverage for learners taking this Unit as part of the Administration and IT (National 4) Course.

Recommended entry

Entry to this Unit is at the discretion of the centre. However, learners would normally be expected to have attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience:

- ◆ Access 3 Administration and IT Course or relevant component Units
- ◆ Access 3 Business Course or relevant component Units

In terms of prior learning and experience, relevant experiences and outcomes may also provide an appropriate basis for doing this Unit. Further information on relevant experiences and outcomes will be given in the *Unit Support Notes*.

Equality and inclusion

This Unit Specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence. For further information, please refer to the *Unit Support Notes*.

Draft

Standards

Outcomes and assessment standards

Outcome 1

The learner will:

- 1 Use technology to gather simple information in line with a simple brief by:**
 - 1.1 Searching for and extracting/downloading one piece of relevant simple information from the internet, showing a basic understanding of what constitutes a reliable source of information
 - 1.2 Searching for and extracting/downloading one piece of relevant simple information using an internal network (intranet)

Outcome 2

The learner will:

- 2 Use technology to prepare and communicate simple information in line with a simple brief by:**
 - 2.1 Using basic functions of multimedia applications to create a simple presentation:
 - ◆ showing a basic awareness of its context, audience and purpose
 - ◆ to an appropriate standard
 - 2.2 Using basic functions of desktop publishing to produce a simple document:
 - ◆ showing a basic awareness of its context, audience and purpose
 - ◆ to an appropriate standard
 - 2.3 Using e-mail to communicate an item of simple information, showing a basic awareness of its context, audience and purpose
 - 2.4 Using intranet to communicate an item of simple information, showing a basic awareness of its context, audience and purpose

Evidence Requirements for the Unit

Assessors should use their professional judgement, subject knowledge and experience, and understanding of their learners, to determine the most appropriate ways to generate evidence and the conditions and contexts in which they are used.

Evidence for this Unit will be practical and may be either presented for individual Outcomes or gathered for the Unit as a whole through a single activity assessed holistically. If the latter approach is used, it must be clear how the evidence covers each Outcome.

Exemplification of assessment will be provided in the *National Assessment Resource*. Advice and guidance on possible approaches to assessment is provided in the *Unit Support Notes*.

Development of skills for learning, skills for life and skills for work

It is expected that learners will develop broad, generic skills through this Unit. The skills that learners will be expected to improve on and develop through the Unit are based on SQA's *Skills Framework: Skills for Learning, Skills for Life and Skills for Work* and drawn from the main skills areas listed below. These must be built into the Unit where there are appropriate opportunities.

1 Literacy

1.3 Listening and talking

2 Numeracy

2.1 Number processes

4 Employability, enterprise and citizenship

4.1 Employability

4.2 Information and communication technology (ICT)

5 Thinking skills

5.1 Remembering

5.2 Understanding

5.3 Applying

Amplification of these is given in SQA's *Skills Framework: Skills for Learning, Skills for Life and Skills for Work*. The level of these skills should be at the same SCQF level of the Unit and be consistent with the SCQF level descriptor. Further information on building in skills for learning, skills for life and skills for work is given in the *Unit Support Notes*.

Administrative information



Published: August 2011 (draft version 1.0)

Superclass: to be advised

History of changes

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: readers are advised to check SQA's website: www.sqa.org.uk to ensure they are using the most up-to-date version of the Unit Specification.