Administrative Practices (National 4)

SCQF: level 4 (6 SCQF credit points)

Unit code: H1YV 74

Unit outline

The general aim of this Unit is to give learners a basic appreciation of administration in the workplace and to enable them to carry out a range of straightforward administrative tasks in the context of organising and supporting small-scale events.

Learners who complete this Unit will be able to:

1 Provide an overview of administration in the workplace
2 Carry out administrative tasks in the context of organising and supporting small-scale events, according to a simple brief

This Unit is a mandatory Unit of the National 4 Administration and IT Course and is also available as a free-standing Unit. The Unit Specification should be read in conjunction with the *Unit Support Notes,* which provide 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 *Unit Assessment Support*.

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

♦ National 3 Administration and IT Course or relevant component Units
♦ National 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.

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.*

Standards

Outcomes and assessment standards

Outcome 1

The learner will:

1   Provide an overview of administration in the workplace by:

1.1   Naming the main tasks, skills and qualities of an administrative assistant
1.2   Outlining the key features of good customer care
1.3   Outlining the key employee responsibilities in terms of health and safety
1.4   Outlining the key employee responsibilities in terms of the security of people, property and information

Outcome 2

The learner will:

2   Carry out administrative tasks in the context of organising and supporting small-scale events, according to a simple brief, by:

2.1   Carrying out straightforward planning tasks for the event
2.2   Editing documents to support the event
2.3   Carrying out follow-up activities

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 cover both underpinning knowledge and practice. Assessment of both Outcomes may be either undertaken separately or integrated into a holistic activity. If the latter approach is used, it must be clear how the assessment evidence covers each Outcome.

Outcome 2 will enable learners to develop many of the skills and techniques involved in organising and supporting small-scale events. Learners need not be limited to one event because the relevant skills and techniques can be developed in the context of different ones.

An indicative list of small-scale events, which may include small-scale meetings, is provided in the *Unit Support Notes.*

In Assessment Standard 2.2, learners will prepare simple documents by using standard templates utilising basic functions of spreadsheets, databases, word processing, presentation software and/or desktop publishing functions.

Exemplification of assessment is provided in *Unit Assessment Support*. 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   Numeracy

2.3   Information handling

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: April 2012 (version 1.0)

Superclass: AY

History of changes to National Unit Specification

Version	Description of change	Authorised by	Date

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