

*Research and Information Services*

**MONITORING STANDARDS REPORT**



# **HNC Administration & Information Management (G13G 15)**

**2005 Report on Monitoring Standards**

# Scottish Qualifications Authority

## 2005 Report on Monitoring Standards in

### HNC Administration & Information Management (G13G 15)

Two experienced members of SQA's moderating team and an external specialist in the field judged assessment material and candidate evidence against the standards of Units:

- ◆ **A6GD 04** *Using Information Technology in Business: Database and Word Processing Applications*
- ◆ **A6G9 04** *Office Administration*
- ◆ **A6GB 04** *Presenting Business Information*

Centres were asked to provide evidence for two candidates for each of the above Units. The total number of judgements for assessment instruments and assessment decisions in 2005 was 260 for 2005 and 12 for 2002. Some detailed comments are provided for each Unit as an appendix to this report.

The scrutiny panel's findings can be summarised as follows:

#### **Quality of collected material**

The selected Units have been in place for a number of years and are currently being replaced by Units being written for a new HNC/HND. The material collected for all of the Units was of a very high quality.

#### **Assessment instruments**

All of the assessment instruments which were submitted for scrutiny were appropriate to the award. Most had been updated over the years and many had been locally themed.

#### **Evidence of candidate performance**

All of the evidence of candidate performance which the team examined was judged to be of a high standard of presentation and covered all Performance Criteria and range. Candidates had compiled excellent reports when this was required and also displayed a high quality of IT skills.

#### **Assessment decisions**

Assessment decisions were valid and reliable and the conditions of assessment were appropriate to the awards.

#### **Comparing standards over time**

There was some material available for office administration from 1999.

## **General comments**

The team found this to be a very worthwhile exercise which confirmed the very good quality of assessment instruments being used and the quality of candidate evidence being presented.

## **Conclusions**

These Units have been in place for a number of years now and by next year most centres will be using the new HNC/HND.

## **Recommendations**

The scrutiny panel recommends that centres continue:

- ◆ with the good practice built up over the years
- ◆ to integrate assessments where appropriate
- ◆ to devise locally themed assessments to place the assessment in a local context and check lists to help assessors and candidates ensure that all Performance Criteria and the full range are covered

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1. Introduction

Unit	Main Purpose	Candidate Profile	Uptake
<p><b>A6GD 04</b> Using Information Technology in Business: Database and Word Processing Applications</p>	<p>Applying database &amp; word processing systems (with desktop publishing facilities) to meet the information requirements of businesses. Access to the Unit will be at the discretion of the centre but it would be beneficial if candidates had previous experience in using a computer and information technology</p>	<p>This Unit would be suitable for anyone wishing to further develop skills in using database and word processing (with desktop publishing facilities) as tools for analysing and manufacturing business information. This Unit contributes to the HNC/HND Administration &amp; Information Management as a core Unit in both awards</p>	<p>Popular Unit</p>
<p><b>A6GB 04</b> Presenting Business Information</p>	<p>In this Unit candidates require to:</p> <ul style="list-style-type: none"> <li>◆ identify sources of information to meet specific needs.</li> <li>◆ extract and prepare data to meet specific needs</li> <li>◆ present information to meet specific needs using a computer keyboard</li> <li>◆ organise and maintain productive working conditions</li> </ul> <p>This Unit would be suitable for anyone wishing to develop the skills to manipulate and organise information extracted from a variety of sources to produce business documents within specific time limits</p>	<p>This Unit is only suitable for those with a high level of competence in word processing as advanced features will be used. Access to this Unit will be at the discretion of the centre but it would be beneficial if candidates had a high level of competence in word processing. This Unit contributes to the HNC/HND Administration &amp; Information Management as a core Unit with these awards</p>	<p>Popular Unit</p>

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1. Introduction

Unit	Main Purpose	Candidate Profile	Uptake
<p><b>A6G9 04</b> Office Administration</p>	<p>Demonstrating administrative &amp; communication skills required to organise, plan &amp; maintain organisational efficiency within current legal &amp; regulatory requirements. This Unit would be suitable for anyone wishing to develop the administrative and communication skills which are required to maintain organisational efficiency. This Unit contributes to the HNC/HND Administration &amp; Information Management</p>	<p>This Unit would be suitable for anyone wishing to develop the administrative &amp; communication skills which are required to maintain organisational efficiency</p>	<p>Popular Unit</p>

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2. Assessment instruments

Unit	Fitness for Purpose/Integration	Quality of Presentation	Level of Demand	Conditions of Assessment	Guidance on Criteria for pass and validity to PCs and range/Summary
<b>A6GD 04</b> Using Information Technology in Business: Database and Word Processing Applications	Assignments were an appropriate instrument for assessment for this award <b>Integration</b> Good integration across outcomes	The quality of presentation was good/excellent	All instruments of assessment were set at the correct standard	The conditions of assessment specified in the supporting documentation were appropriate to the award	There was a lack of specific guidance for criteria for pass. Instruments of assessment did allow full coverage of Performance Criteria and range
<b>A6GB 04</b> Presenting Business Information	Assignments were appropriate assessment instruments for this award <b>Integration</b> Good integration across outcomes	The quality of presentation was good	Assessment instruments were set at the correct standard	The conditions of assessment specified in the supporting documentation were appropriate to the awards	There was a lack of specific guidance on the criteria set for pass. The instruments of assessments were appropriate to allow full coverage of Performance Criteria and range
<b>A6G9 04</b> Office Administration	Assignments/practical exercises were appropriate instruments of assessments for this award	The quality of presentation was mostly good/excellent	Assessment instruments were set at the correct standard	The conditions of the assessment specified in the supporting documentation were appropriate to the awards	There was a lack of specific guidance on the criteria set for pass. The instruments of assessments were appropriate to allow full coverage of Performance Criteria and range

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3. Evidence of candidate performance

Unit	Accuracy of Assessment Decisions	Consistency of Application of Standards	Examples of Good Assessment Practice/Summary	Comparison Over Time
<p><b>A6GD 04</b> Using Information Technology in Business: Database and Word Processing Applications</p>	<p>Total agreement with assessment decisions</p>	<p>Standard have been applied consistently compared to other centres and to other Units within centres</p>	<ul style="list-style-type: none"> <li>◆ integration across outcomes</li> <li>◆ locally themed approach adopted many centres</li> <li>◆ good link with UITB: spreadsheet and word processing</li> </ul>	<p>N/A</p>
<p><b>A6GB 04</b> Presenting Business Information</p>	<p>Total agreement with assessment decisions</p>	<p>Standard have been applied consistently compared to other centres and to other Units within centres</p>	<ul style="list-style-type: none"> <li>◆ excellent presentation of candidate evidence</li> <li>◆ good integration across outcomes</li> <li>◆ locally themed approach adopted by many centres</li> </ul>	<p>N/A</p>

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<p><b>A6G9 04</b> Office Administration</p>	<p>Total agreement with assessment decisions</p>	<p>Standard have been applied consistently compared to other centres and to other Units within centres</p>	<ul style="list-style-type: none"> <li>◆ excellent presentation of candidate evidence</li> <li>◆ very full evidence presented in response to the instrument of assessment</li> <li>◆ good integration across Outcomes</li> <li>◆ locally themed approach adopted by many centres</li> </ul>	<p>There was some evidence available from 1999. The 1999 specification for this Unit was as rigorous as in 2005 and the standards were being equally rigorously applied. In 2005 — presentation of the material is enhanced due to better IT facilities available. Also detailed checklists now available to help ensure coverage of Performance Criteria and range</p>