



## Higher National Graded Unit specification

### General information for centres

This Graded Unit has been validated as part of the HND Administration and Information Technology (G9M8 16). Centres are required to develop the assessment instrument in accordance with this validated specification. Centres wishing to use another type of Graded Unit or assessment instrument are required to submit proposals detailing the justification for change for validation.

**Graded Unit title:** Administration and Information Technology:  
Graded Unit 2

**Graded Unit code:** F8KX 35

**Type of Graded Unit:** Examination

**Assessment Instrument:** Closed book examination

**Credit points and level:** 1 HN credit at SCQF level 8: (8 SCQF credit points at SCQF level 8\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from National 1 to Doctorates.*

**Purpose:** This Graded Unit is designed to provide evidence that the candidate has achieved the following principal aims of the HND Administration and Information Technology (G9M8 16):

- ◆ Develop a range of specialist IT skills
- ◆ Develop project management, research and planning skills
- ◆ Develop an awareness of professional issues such as legal, data management and ethical considerations
- ◆ Develop the ability to work flexibly and co-operatively with others
- ◆ Develop critical and evaluative thinking
- ◆ Prepare candidates for employment in an administrative role
- ◆ Prepare candidates for progression to degree courses

## General information for centres (cont)

**Recommended prior knowledge and skills:** It is recommended that candidates should have completed or be in the process of completing the following Units relating to these specific aims prior to undertaking this Graded Unit:

F84A 35	<i>IT in Business — Advanced Word Processing</i>
F849 35	<i>IT in Business — Advanced Spreadsheets</i>
F848 35	<i>IT in Business — Advanced Databases</i>
F84D 35	<i>Office Management</i>
F84W 35	<i>Information and Communication Technology in Business</i>
F84E 35	<i>Presentation Skills</i>
F870 34 or F86Y 35	<i>Developing the Individual within a Team</i>

**Core Skills:** There are no Core Skills embedded in this Graded Unit specification.

**Assessment:** This examination-based Graded Unit is a timed, closed book examination. It will consist of a written examination of three hours — comprising two question papers — a restricted response question paper and an extended response question paper. The two papers constitute a single assessment event; however, a break may be scheduled between them. If a learner does not pass either paper – or wishes to upgrade – they must re-sit both papers.

Evidence should be generated through examination undertaken in controlled conditions. The restricted response question paper, which is worth 40% of the total marks, is a one hour closed book examination undertaken in controlled conditions. The extended response question paper, which is worth 60% of the total marks, is a two hour closed book examination undertaken in controlled conditions.

An exemplar assessment pack and marking guidelines have been produced to indicate the national standard of achievement required at SCQF level 8.

## Administrative Information

**Graded Unit code:** F8KX 35

**Graded Unit title:** Administration and Information Technology:  
Graded Unit 2

**Original date of publication:** August 2010

**Version:** 02

### History of changes:

Version	Description of change	Date
02	Update of Conditions of Assessment	18/07/18

**Source:** SQA

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SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

**FURTHER INFORMATION:** Call SQA's Customer Contact Centre on 0345 279 1000.

## **Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates**

**Graded Unit title:** Administration and Information Technology: Graded Unit 2

### **Conditions of assessment**

The assessment is based on a closed book examination lasting three hours. Each examination should be unseen and the assessment should be conducted in controlled and invigilated conditions. The two papers constitute a single assessment event, however a break may be scheduled between them. If a learner does not pass either paper – or wishes to upgrade – they must re-sit both papers.

Reasonable assistance is the term used by SQA to describe the difference between providing candidates with some direction to generate the required evidence for assessment and providing too much support, which would compromise the integrity of the assessment.

Reasonable assistance is part of all learning and teaching processes. In relation to the assessment of Higher National Examination-based Graded Units, assessors may provide advice and guidance on examination technique and clarification on the meaning of command words which may appear within an examination paper, prior to the formal examination.

Remediation is not allowed in Examination-based Graded Unit assessments.

Any candidate who has failed their Higher National Examination-based Graded Unit or wishes to upgrade their award must be given a re-assessment opportunity, or in exceptional circumstances, two re-assessment opportunities. This must be done by using a substantially different examination.

The final grading given must reflect the quality of the candidate's evidence at the time of the completion of the graded unit. Candidates must be awarded the highest grade achieved, whether through first sitting or through any re-assessment.

The examination should be unseen and the assessment should be conducted in controlled and invigilated conditions.

At all times, the security, integrity and confidentiality of examinations must be ensured.

### **Instructions for designing the assessment task:**

The examination should be designed to assess the candidate's critical knowledge and understanding of the topics relating to the specific aims which this Graded Unit is designed to cover. The questions and corresponding marks should be designed in accordance with the ranges indicated in the table that follows. However, the overall total mark for the examination is 100.

## Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

<b>1 hour closed book examination — restricted response</b>		
<b>Topic</b>	<b>Level of demand</b>	<b>Weighting/ Mark allocation</b>
IT in Business — Advanced Word Processing	Ability to apply knowledge to the main theories of the five Units	Two questions (4 marks each)
IT in Business — Advanced Spreadsheets		Two questions (4 marks each)
IT in Business — Advanced Databases		Two questions (4 marks each)
Presentation Skills		Two questions (4 marks each)
Information and Communication Technology in Business		Two questions (4 marks each)

<b>2 hour closed book examination — extended response</b>		
<b>Topic</b>	<b>Level of demand</b>	<b>Weighting/ Mark allocation</b>
Evaluate the role of the office manager in implementing strategic objectives of an organisation	Operational planning Budgets Leadership Motivation Delegation	15 marks
Evaluate the role of the office manager in managing change. Relate this to the implementation of an IT system to support the administrative function	Change management: Implementing change Resistance to change Communications Interpersonal skills Application of IT The administrative functions Project Management	15 marks
Evaluate the role of the office manager in selection management and training of administrative staff	Recruitment and selection Employment legislation Managing and planning staff requirements Develop training plans Implementing methods of training Evaluating the effectiveness of training	15 marks
In planning the introduction of a new project, evaluate the role of information in supporting the office manager in decision making	Project management Decision making Information management External influences (PESTEL) IT	15 marks

## Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

2 hour closed book examination — extended response		
Topic	Level of demand	Weighting/ Mark allocation
In leading and organising the core activities of office management, evaluate the role of the office manager in the modern business environment	Leading and organising Business information IT Budgets Change Staffing Legislation Project management	15 marks

Candidates will be given five questions from which they choose four with each question being awarded 15 marks (total 60 marks). The stimulus material should be based on identified mandatory Units of the HND Administration and Information Technology (G9M8 16) and should assess the candidates' ability to undertake critical analysis, evaluation and synthesis of ideas, concepts, information and issues which are within the common understanding of the subject discipline.

2 hour closed book examination — extended response		
Topic	Level of demand	Weighting/ Mark allocation
Candidates will complete one of two Personal Development Units — <i>Developing the Individual within a Team</i> at SCQF level 7 (F870 34) or SCQF level 8 (F86Y 35). These Units contain generic knowledge/skills relating to the interpersonal skills necessary for team participation, team development, team dynamics and self-reflection. Writers of Graded Unit examinations should ensure that it is only this generic knowledge/skill that is included to ensure all candidates have the same opportunity of achievement.		

The examination will be marked out of 100. Assessors will aggregate the marks achieved by the candidate to arrive at an overall mark for the examination. Assessors will then assign a grade to the candidate for this Graded Unit based on the following grade boundaries:

- ◆ A = 70% — 100%
- ◆ B = 60% — 69%
- ◆ C = 50% — 59%

## Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

### Guidance on grading candidates

Candidates who meet the minimum Evidence Requirements will have their achievement graded as a C (competent), A (highly competent), or B (somewhere between A and C). The grade related criteria to be used to judge candidate performance for this Graded Unit is specified in the following table:

Grade A	Grade C
<p>Is a seamless, coherent piece of work or exam script which consistently:</p> <ul style="list-style-type: none"> <li>◆ interprets and understands the question in a way which demonstrates insight and clear understanding of issues and relationships</li> <li>◆ answers demonstrate a comprehensive analysis and evaluation of relevant information</li> <li>◆ responses are logically structured and coherently expressed demonstrating consistent use of correct terminology</li> <li>◆ is clear and well-structured throughout with language and terminology used of a consistently high standard in terms of level, accuracy and technical content</li> <li>◆ consolidates and integrates required knowledge and skills linking concepts and ideas and relating answers explicitly to the question</li> <li>◆ convincingly argues and shows links between discussions and conclusions demonstrating comprehensive knowledge and understanding as well as analysis and evaluation skills</li> <li>◆ provides evidence of possible alternative approaches and arguments as well as understanding of different interpretations</li> </ul>	<p>Is a co-ordinated piece of work or exam script which:</p> <ul style="list-style-type: none"> <li>◆ interprets and understands the question in a way which enables the candidate to meet the basic criteria required</li> <li>◆ demonstrates a limited analysis, evaluation and explanation of the question and other relevant information</li> <li>◆ is uneven and conveys an acceptable but limited understanding although some relevant points are made</li> <li>◆ is satisfactorily structured with adequate language and terminology used, although not always consistent in terms of level, accuracy and technical content</li> <li>◆ consolidates and integrates knowledge and skills but may lack continuity and consistency and links to concepts and ideas are not always clear</li> <li>◆ argues and justifies conclusions in an acceptable way but these conclusions may lack reasoned understanding, may not link well to discussions and may show acceptable but limited knowledge</li> <li>◆ is likely to show only one approach and acceptable but limited understanding of different interpretations</li> </ul>

## **Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)**

### **Support notes**

This Unit would be suitable for anyone wishing to learn and develop the skills and competencies required of an Office Manager. The Unit is set in the context of the modern business environment and candidates should be introduced to a variety of up to date office software and modern office procedures and practices. The Unit is designed to assess the candidate's ability to integrate knowledge across the identified mandatory Units within the award for HND Administration and Information Technology (G9M8 16).

Links with the business community would be particularly useful to students undertaking this Unit and centres are encouraged to develop links to facilitate this. The notional 40 hours allocated could be used to extend the candidate's ability to present and evaluate arguments, information and ideas which are routine to the subject discipline.

#### **Paper 1:**

The restricted response paper requires the candidate to answer short answer questions using a range of approaches to formulate evidence based solutions to defined and/or routine problems and issues. One hour is allocated to this closed book examination under controlled conditions.

*For restricted response questions:*

Candidates should be aware of the knowledge and skills for the six Units outlined in the Instructions for Designing the Assessment Task.

#### **Paper 2:**

This Unit is designed to develop the skills and competencies required of an Office Manager. The Unit should build skills and competencies which meet the criteria of SCQF level 8 — the ability to present and critically analyse, evaluate and synthesise ideas, concepts, information and issues which are within the common understanding of the subject discipline.

Extended response paper requires the candidate to critically analyse stimulus materials and formulate extended responses. Two hours is allocated to this closed book examination under controlled conditions.

*For extended response questions:*

The use of stimulus materials should underpin the candidate's ability to apply knowledge to current industrial practice at managerial level. Realistic materials and documentation should be used throughout and a thematic approach adopted where possible. At this stage, students should be encouraged to read extensively and reference all reading in any work submitted.

### **Equality and inclusion**

This graded 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.

Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)



## General information for candidates

### Unit title: Administration and Information Technology: Graded Unit 2

The Graded Unit is designed to integrate and apply knowledge across the range of mandatory Units for the HND Administration and Information Technology (G9M8 16) Group Award. The Group Award is designed to develop skills and underpinning knowledge associated with the role of Office Manager and reflects modern business practice and the role of IT as a tool to facilitate this role.

The first question paper (1 hour) requires you to answer short answer responses on the following Units:

IT in Business — Advanced Word Processing (F84A 35)	Two questions
IT in Business — Advanced Spreadsheets (F849 35)	Two questions
IT in Business — Advanced Databases (F848 35)	Two questions
Presentation Skills (F84E 35)	Two questions
Information and Communication Technology in Business (F84W 35)	Two questions

The second question paper (2 hours) requires you to write **four** extended responses which will be drawn from the above Units and also:

Office Management (F84D 35)
Developing the Individual Within a Team at SCQF level 7 (F870 34) <b>or</b> Developing the Individual Within a Team SCQF level 8 (F86Y 35).

You will be encouraged to read extensively and reference all sources in any work submitted.

Successful achievement of the Unit will be graded based on the final mark attained as follows:

- ◆ Grade A: 70–100%
- ◆ Grade B: 60–69%
- ◆ Grade C: 50–59%

This grade will apply only to the Graded Unit and not to the Group Award as a whole.