



## Higher National Unit specification: general information

This Graded Unit has been validated as part of the HND Administration and Information Technology (GE7W 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 3

**Graded Unit code:** H0HX 35

**Type of Graded Unit:** Project

**Assessment Instrument:** Case Study

**Publication date:** February 2015

**Source:** Scottish Qualifications Authority

**Version:** 02

## Unit 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 (GE7W 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 (cont)

### Recommended prior knowledge and skills

It is recommended that the candidate should have completed or be in the process of completing the following Units relating to the above specific aims prior to undertaking this Graded Unit:

|         |   |
|---------|---|
| F84D 35 | <i>Office Management</i>                                    |
| F84W 35 | <i>Information and Communication Technology in Business</i> |
| F84E35  | <i>Presentation Skills</i>                                  |
| 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>                   |
| F86Y 35 | <i>Developing the Individual within a Team</i>              |

### Credit points and level

1 Higher National Unit 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 Access 1 to Doctorates.*

### Core Skills

Achievement of this Unit gives automatic certification of the following:

Complete Core Skill                      Problem Solving (SCQF level 6)

There are also opportunities to develop aspects of Core Skills which are highlighted in the Support Notes of this Unit specification.

### Assessment

This Graded Unit will be assessed by the use of a case study. The developed case study should provide the candidate with the opportunity to produce evidence that demonstrates she/he has met the aims of the Graded Unit that it covers.

### Assessment guidelines

This project-based Graded Unit is in the form of a case study. Since the Core Skill of *Problem Solving* at SCQF level 6 is embedded in this specification you must follow the assessment instructions and Evidence Requirements given. The questions should provide candidates with the opportunity to produce evidence that demonstrates they have met the aims of the Group Award that this Graded Unit covers.

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

**Graded Unit title:** Administration and Information Technology:  
Graded Unit 3

### Conditions of assessment

The candidate should be given a date for completion of the Case Study Project. However, the instructions for the assessment task should be distributed to allow the candidate sufficient time to assimilate the details and carry out the assessment task. During the time between the distribution of the assessment task instructions and the completion date, assessors may answer questions, provide clarification, guidance and reasonable assistance. The assessment task should be marked as soon as possible after the completion date. The final grading given should reflect the quality of the candidate's evidence at the time of the completion date.

The evidence for the project is generated over time and involves three distinct stages, where each stage has to be achieved before the next is undertaken. Thus any re-assessment of stages must be undertaken before proceeding to the next stage.

Where a learner submits a stage of the project for assessment and one or more areas within that stage are assessed as deficient, that stage of the project may be returned for remediation in these areas only. To avoid the practice of grade boosting the parts of the project that gain the minimum marks on the first submission should not be altered or re-marked. Where the first submission of the project meets all of the minimum Evidence Requirements and gains at least the minimum marks resubmission should not be permitted.

If a candidate fails the project overall or wishes to upgrade, then this must be done using a *substantially different* project, ie all stages are undertaken using a new project, assignment, case study, etc. In this case, a candidate's grade will be based on the achievement in the re-assessment, if this results in a higher grade.

At this level, candidates should work independently. It is up to centres to take reasonable steps to ensure that the project is the work of the candidate. For example, centres may wish to informally question candidates at various stages on their knowledge and understanding of the project on which they have embarked. Centres should ensure that where research etc, is carried out in other establishments or under the supervision of others that the candidate does not receive undue assistance.

### Instructions for designing the assessment task

The assessment task is a project. The project undertaken by the candidate must be a complex task which involves:

- ◆ variables which are complex or unfamiliar
- ◆ relationships which need to be clarified
- ◆ a context which may be familiar or unfamiliar to the candidate

The assessment task must require the candidate to:

- ◆ analyse the task and decide on a course of action for undertaking the project

- ◆ plan and organise work and carry it through to completion
- ◆ reflect on what has been done and draw conclusions for the future
- ◆ produce evidence of meeting the aims which this Graded Unit has been designed to cover

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

### Guidance on grading candidates

Candidates who meet the minimum Evidence Requirements will have their achievement graded as C — competent, or 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 which:</p> <ul style="list-style-type: none"> <li>◆ has sufficient evidence for the three essential phases of the project, is produced to a high standard, and is quite clearly inter-related</li> <li>◆ demonstrates an accurate and insightful interpretation of the project brief</li> <li>◆ is highly focused and relevant to the tasks associated with the project brief</li> <li>◆ is clear and well structured throughout and language used is of a high standard in terms of level, accuracy and technical content</li> <li>◆ effectively consolidates and integrates required knowledge, and skills</li> <li>◆ demonstrates the candidate's ability to work autonomously with minimum support or revision</li> </ul> | <p>Is a co-ordinated piece of work which:</p> <ul style="list-style-type: none"> <li>◆ has sufficient evidence of the three essential phases of the project and is produced to an adequate standard</li> <li>◆ demonstrates an acceptable interpretation of the project brief</li> <li>◆ is focused and relevant to the tasks associated with the project brief</li> <li>◆ is satisfactorily structured and language used is adequate in terms of level, accuracy and technical content</li> <li>◆ consolidates and integrates knowledge and skills but this may lack some continuity and consistency</li> <li>◆ may have required additional support and revision during project</li> </ul> |

The project will be marked out of 100. Assessors will mark each stage of the project, taking into account the criteria outlined. The marks will then be aggregated to arrive at an overall mark for the project. Assessors will then assign an overall grade to the candidate for this Graded Unit based on the following grade boundaries.

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

**NOTE:** The candidate must achieve all of the minimum evidence specified below for each stage of the project in order to achieve the Graded Unit.

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

### Evidence Requirements

The project consists of three stages: planning; developing; and evaluating. The following table specifies the minimum evidence required to pass each stage.

**NOTE:** The candidate must achieve **all of the minimum evidence** specified below for each stage of the project in order to pass the Graded Unit.

| Project Stage      | Minimum Evidence Requirements   | Maximum mark allocation |
|--------------------|---|-------------------------|
| Stage 1 — Planning | <ul style="list-style-type: none"> <li>◆ Evidence of analysing and interpreting the outlined scenario, ie setting objectives and identification of the key factors influencing the project, how they relate to one another and their relative importance.</li> <li>◆ Evidence of developing an approach to deal with the project, eg the candidate may select a new approach to the project or modify an existing approach.</li> <li>◆ Justification for selecting this approach, eg by referring to the key factors, the resources and time available, comparison with other possible approaches.</li> <li>◆ Evidence of developing a plan to carry out the project based on the analysis undertaken.</li> <li>◆ Identification of the resources required to carry out the project, eg sources of information, procedures to be followed, people, equipment and other physical resources; resources should be wide ranging and some should be unfamiliar to the candidate.</li> <li>◆ Evidence of obtaining these resources</li> </ul> <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Planning stage.</i></p> | 30                      |

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

| Project Stage        | Minimum Evidence Requirements   | Maximum mark allocation |
|----------------------|---|-------------------------|
| Stage 2 — Developing | <ul style="list-style-type: none"> <li>◆ Evidence of the candidate carrying out the project by identifying and researching associated issues; consulting relevant individuals, organisations and agencies to develop the outlined scenario; meeting the requirements of the plan and managing the project in the form of product evidence which shows:               <ul style="list-style-type: none"> <li>— awareness of industry standards and legislation</li> <li>— effective presentation skills</li> <li>— effective integration of interdisciplinary skills</li> </ul> </li> <li>◆ A case study report with conclusions and recommendations. This report should include graphic production and desk top publishing features.</li> </ul> <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Developing stage.</i></p> | 50                      |

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

| Project Stage        | Minimum Evidence Requirements  | Maximum mark allocation |
|----------------------|--|-------------------------|
| Stage 3 — Evaluating | <ul style="list-style-type: none"> <li>◆ An evaluation of the effectiveness of the approach/strategy to include all stages of the activity.               <ul style="list-style-type: none"> <li>— the analysis of the task</li> <li>— the planning and organisation of the project</li> <li>— the development of the activity</li> <li>— the completion of the activity</li> </ul> </li> </ul> <p>The candidate must:</p> <ul style="list-style-type: none"> <li>◆ identify and gather appropriate evidence to support their evaluation</li> <li>◆ draw appropriate conclusions</li> <li>◆ make recommendations on possible improvements or alternative strategies</li> </ul> <p><b>Evidence Requirements</b></p> <ul style="list-style-type: none"> <li>◆ An evaluation in the form of a report which includes a retrospective analysis of the degree of effectiveness of each stage of the activity. This should include graphic production and desktop publishing features.</li> </ul> <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Evaluating stage.</i></p> | 20                      |

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

### **Support notes**

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

This Unit is designed to assess the candidate's ability to integrate knowledge across the range of mandatory Units within the award for HND Administration and Information Technology (GE7W 16). Links with the business community would be particularly useful to students undertaking this Unit and centres should be 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.

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/or synthesise ideas, concepts, information and issues which are within the common understanding of the subject discipline.

The candidate should be given a date for completion of the Project. The instructions for the assessment task should be distributed to allow the candidate sufficient time to assimilate the details and carry out the assessment task. During the time between the distribution of the assessment task instructions and the completion date, assessors may answer questions, provide clarification, guidance and reasonable assistance. The assessment task should be marked as soon as possible after the completion date. The final grading given should reflect the quality of the candidate's evidence at the time of the completion date.

### **Guidance on Core Skills**

#### **Critical Thinking SCQF level 6**

During the planning stage, candidates will analyse a case study, identifying key factors involved and the relationship between them. Candidates will identify a strategy for tackling the case study tasks; the resources needed and then justify the identified approach.

#### **Planning and Organising SCQF level 6**

The complexity of the case study will require candidates to plan and follow concurrent strands of inquiry. They will be able to draw on skills acquired during their studies, refining and further developing their planning and organising skills. Once candidates have agreed the plan, they will follow the agreed plan. Where changes are required, these will be recorded and considered during the evaluation stage.

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

### **Reviewing and Evaluating SCQF level 6**

During the evaluation stage, candidates will consider their effectiveness throughout each phase of the case study. Where modifications to the plan were required, the candidate will provide information about what the issues were, the possible options to resolve the issue and justification for the final selection.

Candidates will draw on evidence to support their evaluation, considering all major aspects of the case study. They will reflect on the way they have tackled the project and will make recommendations for any future project tasks. Candidates will produce a brief report in which they will draw conclusions and make recommendations for future actions.

### **Disabled candidates and/or those with additional support needs**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)

## History of changes to Unit

| Version | Description of change  | Date       |
|---------|--|------------|
| 02      | Clarification of criteria for re-assessment between stages of the project investigation. | 11/02/2015 |
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## General information for candidates

### **Graded Unit title:** Administration and Information Technology: Graded Unit 3

This Unit is designed to provide evidence that you have achieved the principal aims of the HND Administration and Information Technology (GE7W 16) which include developing a range of IT skills, developing project management, research and planning skills, being able to work flexibly and co-operatively with others, being able to problem solve and use critical and evaluative thinking. The Unit will cover a range of knowledge and skills from the mandatory core.

In order to complete this Unit successfully you will be required to achieve a satisfactory level of performance on one piece of assessed work. The assessment will be a case study from which you will have to complete a project.

You will need to work independently with guidance and support from your tutor. You will also agree a timeline and submission dates for your project.

The case study may draw from the content of the following Units:

|         |   |
|---------|---|
| F84D 35 | <i>Office Management</i>                                    |
| F84W 35 | <i>Information and Communication Technology in Business</i> |
| F84E35  | <i>Presentation Skills</i>                                  |
| 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>                   |
| F86Y 35 | <i>Developing the Individual within a Team</i>              |

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 applies only to the Graded Unit and not the Group Award as a whole.