
Administrative Practices

SCQF: level 5 (6 SCQF credit points)

Unit code: H1YV 75

Unit outline

The general aim of this Unit is to give learners a broad introduction to administration in the workplace and to enable them to carry out a range of administrative tasks in the context of organising and supporting events.

Learners who complete this Unit will be able to:

- 1 Provide an account of administration in the workplace
- 2 Interpret a given brief and carry out appropriate administrative tasks in the context of organising and supporting events

This Unit is 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*.

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 4 Administration and IT Course or relevant component Units
- ◆ National 4 Business Course or relevant component Units

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 account of administration in the workplace by:**
 - 1.1 Describing the tasks, skills and qualities of an administrative assistant
 - 1.2 Describing the key features of good customer care in the context of administration
 - 1.3 Describing the organisational responsibilities in terms of health and safety
 - 1.4 Describing the key organisational responsibilities in terms of the security of people, property and information

Outcome 2

The learner will:

- 2 Interpret a given brief and carry out administrative tasks in the context of organising and supporting events by:**
 - 2.1 Carrying out planning tasks, taking account of the budget available
 - 2.2 Preparing 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.

In Assessment Standard 1.3 and 1.4, organisational responsibilities will be those detailed in the current legislation and covered by internal workplace procedures:

- ◆ health and safety (Health and Safety at Work Act, organisations' own Health and Safety policy statements; aspects covered include fire, VDUs, first aid, own work area)
- ◆ the security of people, property and information (Data Protection Act, organisations' own security measures)

Outcome 2 will enable learners to develop many of the skills and techniques involved in organising and supporting 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 events, which may include meetings, is provided in the *Unit Support Notes*.

In Assessment Standard 2.2, learners will prepare documents using standard templates that utilise the functions of spreadsheets, databases, word processing, presentation software and/or desktop publishing (or emerging equivalent technologies)

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.

2 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

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Superclass: AY

History of changes to National Unit Specification

Version	Description of change	Authorised by	Date

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