Comparative document

(Version 1.0 April 2012 compared with Version 1.1 April 2014)

Higher Administration and IT Course Specification (C701 76)

> The purpose of this document is to give a quick, visual guide to any amendments or clarifications made during the revision process.

Valid from August 2014

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Please refer to the note of changes at the end of this Course Specification for details of changes from previous version (where applicable).

Course outline

Course title: Higher Administration and IT

SCQF: level 6 (24 SCQF credit points)

Course code: ~~to be determined~~C701 76

Mandatory Units

H4KB 76	Administrative Theory and Practice (Higher)	6 SCQF credit points
H1YW 76	IT Solutions for Administrators (Higher)	6 SCQF credit points
H1YY 76	Communication in Administration (Higher)	6 SCQF credit points

Course assessment   **6 SCQF credit points**

This Course includes six SCQF credit points to allow additional time for preparation for Course assessment. The Course assessment covers the added value of the Course. Further information on the Course assessment is provided in the Assessment section.

Recommended entry

Entry to this Course is at the discretion of the centre. However, learners would normally be expected to have attained the skills, knowledge and understanding required by the following or equivalent qualifications and/or experience:

♦ National 5 Administration and IT Course or relevant component Units

Core Skills

Achievement of this Course gives automatic certification of the following Core Skills:

Information and Communication Technology at SCQF level 6

Progression

This Course or its Units may provide progression to:

♦ other qualifications in Administration and IT or related areas
♦ further study, employment and/or training

Further details are included in the Rationale section.

Equality and inclusion

This Course 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 *Course Support Notes.*

Rationale

All new and revised National Courses reflect the Curriculum for Excellence values, purposes and principles. They offer flexibility, provide more time for learning, more focus on skills and applying learning, and scope for personalisation and choice.

In this Course, and its component Units, there will be an emphasis on skills development and the application of those skills. Assessment approaches will be proportionate and fit for purpose and they will promote best practice, enabling learners to achieve the highest standards they can.

This Course provides learners with opportunities to continue to acquire and develop the attributes and capabilities of the four capacities as well as skills for learning, skills for life and skills for work.

Relationship between the Course and Curriculum for Excellence values, purposes and principles

Administration and Information Technology builds on the principles and practice paper and the relevant experiences and outcomes for the technologies curriculum area. It enables learners to understand the importance of administration and to embrace and use IT in administration-related contexts. The Course lays foundations for lifelong learning and a successful working life.

The Course will develop successful learners and confident individuals who achieve through participating in engaging, motivating and relevant learning experiences in real-life administration context. This will also develop confident individuals who derive satisfaction from engaging in practical activities relevant to the world of work and from having their achievements and skills recognised.

The Course will also develop responsible citizens who actively participate in the work of the class, become aware of issues affecting society, such as the impacts of IT, and take on administrative tasks as well as effective contributors who share their views with others, effectively contributing to group tasks and supporting their peers whenever appropriate.

Moreover, the Course develops a range of skills for learning, life and work, which have a universal application and are essential to individuals' effective functioning in all three areas. They include the ability to use IT and aspects of literacy, numeracy and thinking skills.

Purpose and aims of the Course

Administration is a growing sector which cuts across the entire economy and offers wide-ranging employment opportunities. Moreover, administrative and IT skills have extensive application not only in employment but also in other walks of life.

The key purpose of this Course is to develop learners' advanced administrative and IT skills and, ultimately, to enable them to contribute to the effective functioning of organisations in supervisory administrative positions.

The Course aims to enable learners to:

♦ develop knowledge and understanding of administration in the workplace and its importance
♦ develop a range of advanced IT skills for processing and managing information
♦ develop a range of skills to communicate complex information effectively, making appropriate use of IT
♦ acquire skills in managing the organisation of events

The broad structure of the Course meets its purpose and aims, which are addressed by the three Units it comprises.

The Course is a blend of applied, experiential learning and related theory and uses real-life contexts, which makes it relevant to the world of work. Its uniqueness lies in enabling learners to work towards industry standards in IT in an administration-related context. While the skills, knowledge and understanding it develops reflect current administrative practice, the Course is sufficiently flexible to take account of emerging technologies, and this will ensure its continuing currency and relevance.

The Course makes an important contribution to general education through developing a range of essential skills which will stand learners in good stead regardless of the career path they ultimately choose. Its contribution to vocational education is just as significant because it opens up progression to a range of careers in administration and IT. The Course also supports the wider curriculum through its emphasis on IT.

Information about typical learners who might do the Course

This Course is designed for those who are interested in the management aspects of administration and advanced uses of IT and who want to develop their administrative and IT skills further. Learners who have completed the Course will be able to utilise the acquired administration- and IT-related knowledge, understanding and skills at home, in the wider community and, ultimately, in employment.

Learners will develop a range of both generic and subject-specific skills, including the ability to use a range of functions, some of them complex, of the following IT applications: word processing, spreadsheets, databases, desktop publishing, presentation; the ability to take responsibility for key administrative tasks; and the ability to organise, manage and communicate relatively complex information.

Learners will also develop the ability to manage the organisation of events; the ability to comply with relevant health, safety and security legislation and workplace procedures; and the ability to solve problems in the context of administration.

The Course will support learners' personal and social development and will serve them very well in their day-to-day lives, as well as preparing them for the next stage in their education and for entering the world of work. Whatever path they choose, those who have completed this Course will thus be able to play their part in the economic and social life of the 21st century effectively.

The Course opens up a range of progression routes — both vertical and lateral — to further and higher education. It may also lead to employment and/or training in various industries.

Course structure and conditions of award

Course structure

The Course, which is a blend of applied, experiential learning and related theory, develops both generic and subject-specific skills in administration-related contexts. The generic skills include the thinking skills of understanding, applying, analysing and evaluating and aspects of literacy and numeracy. The subject-specific skills, which include a range of IT skills, some of them advanced, will enable learners to organise, manage and communicate information, take responsibility for key administrative tasks and manage the organisation of events (including meetings).

This Course comprises three mandatory units. All Units form a coherent whole, with learners' skills and related knowledge and understanding being systematically developed throughout the Course.

Units are statements of standards for assessment and not programmes of learning and teaching. They can be delivered in a number of ways.

Administrative Theory and Practice (Higher)
The purpose of this Unit is to enable learners to develop an in-depth knowledge and understanding of administration in, and the impact of IT on, the workplace. Learners will acquire an in-depth knowledge and understanding of the factors contributing to the effectiveness of the administrative function, such as ~~the strategies for~~ effective time and task management ~~and for~~, complying with workplace legislation, ~~and of what makes~~ effective teams. ~~The theory in this Unit will also cover~~ and customer care.

IT Solutions for Administrators (Higher)
The purpose of this Unit is to develop learners' skills in IT, some of them advanced, and in organising and managing information in administration-related contexts. Learners will develop the ability to utilise a range of functions, some of them advanced, of IT applications covering word processing, spreadsheets, databases, or emerging equivalent technologies, and to use them to analyse, process and manage information in order to create and edit relatively complex business documents.

Communication in Administration (Higher)
The purpose of this Unit is to enable learners to develop a range of IT skills, some of them advanced, for research and communicating complex information to others. Learners will develop an understanding of barriers to communication and ways of overcoming them to ensure communication is understood. The Unit will also develop learners' knowledge and understanding of how to maintain the security and confidentiality of information. This ~~foundation~~ will enable learners to communicate information ~~in ways~~, taking account of the needs of the audience.

Conditions of award

To gain the award of the Course, the learner must pass all of the Units as well as the Course assessment. The required Units are shown in the Course outline section. Course assessment will provide the basis for grading attainment in the Course award.

Skills, knowledge and understanding

Further information on the assessment of the skills, knowledge and understanding for the Course is given in the *Course Assessment Specification*. A broad overview of the mandatory subject skills, knowledge and understanding that will be assessed in the Course includes:

♦ using a range of complex functions of the following IT applications — word processing, spreadsheets, databases, desktop publishing and presentation software — in both familiar and unfamiliar contexts
♦ using technology, including the internet, for electronic communication in both familiar and unfamiliar contexts
♦ organising, managing and communicating relatively complex information to a range of audiences
♦ managing the organisation of events
♦ procedures for organising and supporting meetings/events
♦ solving problems in an administrative-related context
♦ knowledge and understanding of administration in the workplace and its importance
♦ knowledge and understanding of key legislation affecting administration and its implications for organisations
♦ knowledge and understanding of the impact of IT on the working practices
♦ knowledge and understanding of effective teams and time and task management
♦ knowledge and understanding of the features of good customer care and the benefits of good, and consequences of poor, customer care

Skills, knowledge and understanding to be included in the Course will be appropriate to the SCQF level of the Course. The SCQF level descriptors give further information on characteristics and expected performance at each SCQF level (www.sqa.org.uk/scqf).

Assessment

Information about assessment for the Course is included in the *Course Assessment Specification,* which provides full details including advice on how a learner's overall attainment for the Course will be determined.

Unit assessment

All Units are internally assessed against the requirements shown in Unit specifications.

They can be assessed on a Unit-by-Unit basis or by combined assessment.

They will be assessed on a pass/fail basis within centres. SQA will provide rigorous external quality assurance, including external verification, to ensure assessment judgments are consistent and meet national standards.

The assessment of the Units in this Course Specification will be as follows:

Administrative Theory and Practice (Higher)
In this Unit, learners will be required to provide evidence of ~~their:~~ the ability to apply:

♦ knowledge and understanding of administration in the workplace and related aspects
♦ knowledge and understanding of effective teams and time and task management
♦ knowledge and understanding of the features of good customer care and the benefits of good, and consequences of poor, customer care

IT Solutions for Administrators (Higher)
In this Unit, learners will be required to provide evidence of ~~their:~~ the ability to use:

♦ skills in using a range of complex functions of the following IT applications — word processing, spreadsheets, databases — to solve problems in an administration-related context
♦ skills in analysing, processing and managing information in order to create and edit relatively complex business documents

Communication in Administration *(Higher)*
In this Unit, learners will be required to provide evidence of ~~their~~the ability to:

♦ use advanced skills in using IT to communicate information with others in administration-related contexts
♦ apply knowledge and understanding of barriers to communication and ways of overcoming them
♦ apply knowledge and understanding of how to maintain the security and confidentiality of information

Course assessment

Courses from National 4 to Advanced Higher include assessment of <u>added value</u>[1]. At National 5, Higher and Advanced Higher, the added value will be assessed in the Course assessment. The added value for the Course must address the key purposes and aims of the Course as defined in the Course Rationale. It will do this by addressing one or more of breadth, challenge and application.

In this Course, the added value of the Course will focus on:

♦ breadth
♦ challenge
♦ application

The learner will be assessed by a combination of a <u>question paper</u>[2] and an <u>assignment</u>[3]. The question paper will require the retention and/or integration of learning from across the Units as well as a demonstration of a depth of knowledge and understanding developed across the Course.

The assignment will require learners to extend administration-related knowledge, understanding and skills and to apply them in ~~the~~a context ~~of managing the organisation of an event~~.

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[1] Definitions can be found here: www.sqa.org.uk/jargonbuster
[2] See link above for definition.
[3] See link above for definition.

Development of skills for learning, skills for life and skills for work

It is expected that learners will develop broad, generic skills through this Course. The skills that learners will be expected to improve on and develop through the Course 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 Course where there are appropriate opportunities.

1   Literacy

1.3   Listening and talking

2   Numeracy

2.3   Information handling

 4   Employability, enterprise and citizenship

4.1   Employability
4.2   Information and communication technology (ICT)

5   Thinking skills

5.2   Understanding
5.3   Applying
5.4   Analysing and evaluating

Amplification of these skills is given in SQA's *Skills Framework: Skills for Learning, Skills for Life and Skills for Work*. The level of these skills will be appropriate to the level of the Course. Further information on building in skills for learning, skills for life and skills for work for the Course is given in the *Course Support Notes*.

Employability, Enterprise and Citizenship skills shown in this National Course provide automatic certification of the Core Skill Information and Communication Technology at SCQF level 6.

Administrative information

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History of changes to National Course Specification

Course details	Version	Description of change	Authorised by	Date
	1.1	Minor rewording of *'Unit descriptions'*, *'Skills, knowledge and understanding'* and *'Unit assessment'* sections to ensure consistency with Unit Specifications — pages 7, 8 and 9.	Qualifications Development Manager	April 2014

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