Communication in Administration (Higher) Unit

SCQF: level 6 (6 SCQF credit points)

Unit code: H1YY 76

Unit outline

The general aim of this Unit is to enable learners to develop a range of IT skills, some of them advanced, for 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 that take account of the needs of the audience.

Learners who complete this Unit will be able to:

1   Communicate complex information to a range of audiences and effectively manage sensitive information

This Unit is a mandatory Unit of the Higher Administration and IT Course and is also 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*.

The *Course Assessment Specification* for the Higher Administration and IT Course gives further mandatory information on Course coverage for learners taking this Unit as part of the Higher Administration and IT Course.

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 5 Administration and IT 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   Communicate complex information to a range of audiences and effectively manage sensitive information by:

1.1   Selecting appropriate methods of communication to disseminate complex information and to take account of the needs of the audience
1.2   Making appropriate adjustments when communicating information, showing an understanding of the possible barriers, to ensure information is received and understood
1.3   Taking appropriate steps to manage information and understanding how to maintain security and confidentiality

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.

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.

1   Literacy

1.3   Listening and talking

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 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