Communication in Administration (National 3)

SCQF: level 3 (6 SCQF credit points)

Unit code: H1YY 73

Unit outline

The general aim of this Unit is to enable learners to carry out simple electronic searching and communication in familiar administration-related contexts. Learners will use current or emerging equivalent technologies to carry out simple administrative tasks. They will also develop a basic ability to use the internet to access information related to administrative functions.

Learners who complete this Unit will be able to:

1   Use technology to access information
2   Use basic functions of technology to prepare and communicate information

This Unit is a mandatory Unit of the National 3 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.*

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 2 Business in Practice

In terms of prior learning and experience, relevant experiences and outcomes may also provide an appropriate basis for doing this Unit. Further information on relevant experiences and outcomes is given in the *Unit Support Notes*.

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   Use technology to access information by:

1.1   Searching for web pages
1.2   Finding information on an internal network (intranet)

Outcome 2

The learner will:

2   Use basic functions of technology to prepare and communicate information by:

2.1   Creating a presentation that includes a range of text, formatting and graphics
2.2   Enhancing a business document using desktop publishing
2.3   E-mailing short simple messages

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.

The evidence for all three Outcomes in this Unit will be generated through practical IT-based activities and may be gathered either separately or through a range of activities assessed holistically. If the latter approach is used, it must be clear how the evidence covers each Outcome.

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.

4   Employability, enterprise and citizenship
4.1   Employability
4.2   Information and communication technology (ICT)

5   Thinking skills
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

Published: April 2012 (version 1.0)

Superclass: AY

History of changes to National Unit Specification

Version	Description of change	Authorised by	Date