
Communication in Administration

SCQF: level 5 (6 SCQF credit points)

Unit code: H1YY 75

Unit outline

The general aim of this Unit is to enable learners to use IT for gathering and sharing information with others in administration-related contexts. Learners will develop an understanding of what constitutes a reliable source of information and an ability to identify and use the most appropriate methods for gathering information. They will also become able to communicate information, using electronic methods, to a professional standard.

Learners who complete this Unit will be able to:

- 1 Use technology to extract information, and be able to evaluate sources of information
- 2 Use advanced functions of technology to prepare and communicate information by interpreting a given brief, to convey a professional image

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 Use technology to extract information and be able to evaluate sources of information by:**
 - 1.1 Searching for and extracting/downloading relevant information to interpret a given brief
 - 1.2 Outlining key features of reliable sources of information
 - 1.3 Explaining the consequences of using unreliable internet sources of information

Outcome 2

The learner will:

- 2 Use advanced functions of technology to prepare and communicate information by interpreting a given brief, to convey a professional image by:**
 - 2.1 Using functions of multimedia applications to create a presentation
 - 2.2 Using functions of desktop publishing to produce a document
 - 2.3 Using electronic methods to communicate information

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 this Unit will be largely generated through practical IT-based activities, with supplementary evidence provided either orally or in writing. The evidence for Outcomes 1 and 2 may be gathered either separately or through a range of activities assessed holistically. Assessment of the underpinning knowledge in Outcome 1 may be either undertaken separately or integrated together with a practical assessment. Whenever integrated assessment 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

- 5.1 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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