



National Unit Specification: general information

UNIT Audio Intermediate (SCQF level 5)

CODE F5AE 11

SUMMARY

This Unit will further develop the skills required to produce text from instructions in recorded material. In this Unit, candidates will apply their skills in word processing to transcribe material which will consist of a variety of complex business documents. The documents should be laid out in the organisational house style, some within time constraints.

OUTCOMES

- 1 Produce business documents from recorded instructions.
- 2 Produce mailable copy of approximately 600 words in a 1 hour 15 minute working period.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates would normally be expected to have attained:

- ◆ *Audio: An Introduction* (SCQF level 4)

CREDIT VALUE

1 credit at Intermediate 2 (6 SCQF points at SCQF level 5*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Administrative Information

Superclass: AZ

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National Unit Specification: general information (cont)

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CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

The Unit provides opportunities for candidates to develop aspects of the following Core Skills:

- ◆ Information Technology (SCQF level 4)
- ◆ Communications (SCQF level 4)

These opportunities are highlighted in the Support Notes of this Unit Specification.

National Unit Specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME 1

Produce business documents from recorded instructions.

Performance Criteria

- (a) Recorded instructions are correctly interpreted and followed.
- (b) Layout, spelling, grammar and punctuation are consistent, correct and in accordance with house style.
- (c) Documents are proof-read and checked before submission.
- (d) Documents are of mailable quality.

OUTCOME 2

Produce mailable copy of approximately 600 words in a 1 hour 15 minute working period.

Performance Criteria

- (a) Recorded instructions are correctly interpreted and followed.
- (b) Approximately 600 words are produced in a 1 hour 15 minute working period.
- (c) Layout, spelling, grammar and punctuation are consistent, correct and in accordance with house style.
- (d) Documents are proof-read and checked before submission.
- (e) Documents are of mailable quality.

EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence is required to demonstrate that candidates have achieved all Outcomes and Performance Criteria.

The Assessment Support Pack (ASP) for this Unit illustrates the standard, lists texts of an appropriate level of demand for this Unit and includes an assessor record/checklist. Centres wishing to select their own texts and devise their own instruments of assessment should refer to the ASP to ensure that standards are comparable.

To demonstrate satisfactory attainment of all Outcomes of the Unit, candidates will produce a series of practical tasks both in timed and untimed conditions.

For both Outcomes, hard copy of documents would be the most appropriate form of evidence.

National Unit Specification: statement of standards (cont)

UNIT Audio Intermediate (SCQF level 5)

Outcome 1

The documents should demonstrate that the candidate has achieved Outcome 1 to the standard specified in the Outcome and Performance Criteria. The evidence for this Outcome should be obtained under controlled, supervised conditions and would consist of a table/tab, a passage and display.

The table should be approximately 100 words in length. The passage should be approximately 250 words in length and the display approximately 100 words in length. On first submission the teacher/lecturer may point out a maximum of two errors per task, which should be corrected and resubmitted. On final submission there should be no errors.

Outcome 2

Evidence for Outcome 2 should demonstrate that the candidate has achieved the Outcome to the standard specified in the Outcome and Performance Criteria. This evidence should be obtained under controlled, supervised conditions within 1 hour 15 minutes and would consist of a letter, an email with a form attachment and a report with integration with an overall total of approximately 600 words. On submission, eight errors are allowed overall.

The assessment for both Outcomes should be open-book with candidates having access to reference material.

National Unit Specification: support notes

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This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This Unit is an optional Unit of the National Certificate Group Award in Administration but can also be taken as a free-standing Unit.

This Unit should be set in the context of a modern office environment and as such candidates should have access to industry standard software and hardware. Candidates should be aware of different types of equipment used for transcribing recorded text in an office and should understand the importance of the safe and effective operation of the equipment used.

It is suggested that a thematic and inter-related approach be used for the documents produced to make the tasks more meaningful to the candidate.

Candidates should be able to create tables which contain merged cells and be able to centre them horizontally and vertically. They should be able to set margins, line spacing and make use of different formatting features such as fonts, sizes, boldening and justification. The passage should contain bulleted points, different types of headings, indenting and foreign or unusual words. The display should contain a graphic which should have particular instructions such as exact positioning.

Candidates should be able to produce a business letter according to house style on headed paper and create and send an email with form attachment. The report should contain numbering and have integration from another file.

The importance of good file management should be stressed from the outset. Candidates should be able to locate folders and files, create and open folders and files and use appropriate backup procedures.

Candidates should be aware of the importance of the security and confidentiality of documents.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Candidates are developing skills for the use of transcribing text from dictated instructions in an administrative role using a thematic approach. To convey the relevance and importance of audio work and the opportunity for employment, a visit could be made to a call centre where although the operative is not following exact instructions, she/he is transcribing dictated material.

Candidates should produce work that would be acceptable in the workplace and be considered as work of a high standard. There should be emphasis on the candidate taking responsibility for the quality of the work produced and the importance of proofreading should be emphasised. Spell check and error correction techniques should be used throughout.

National Unit Specification: support notes (cont)

UNIT Audio: Intermediate (SCQF level 5)

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

This Unit provides opportunities for Core Skills development in *Communication* — written business documents and *Information Technology* — use of word processor, email with attachment and integration of files.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The assessments for both Outcomes for this Unit are open-book under controlled, supervised conditions. The assessment should be thematic based on documents within one organisation.

There is no time limit for Outcome 1, but Outcome 2 must be completed within 1 hour 15 minutes.

In Outcome 1, on first submission the teacher/lecturer may point out a maximum of two errors per task, which should be corrected and resubmitted. On final submission there should be no errors.

In Outcome 2, on submission, eight errors are allowed overall.

Where candidates fail to meet the assessment criteria, re-assessment should follow using an alternative instrument of assessment.

Reference should be made to the Assessment Support Pack available for this Unit.

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs (www.sqa.org.uk)*.