Arrangements for:

HNC Administration and Information Technology
(G9M7 15)

HND Administration and Information Technology
(G9M8 16)

Validation date: January 2010

Acknowledgement

History of changes

It is anticipated that changes will take place during the life of the qualification and this section will record these changes. This document is the latest version and incorporates the changes summarised below. Centres are advised to check SQA's APS Navigator to confirm they are using the up to date qualification structure.

NOTE: Where a Unit is revised by another Unit:

♦ No new centres may be approved to offer the Unit which has been revised.
♦ Centres should only enter candidates for the Unit which has been revised where they are expected to complete the Unit before its finish date.

Version number	Description	Date
14	**Revision of Unit:** DV0M 34 Work Experience has been replaced by HJ4W 34 and will finish 31/07/2019 for both HNC/HND Frameworks **Optional Units:** H91J 34 Organising an Event and H91M 35 Managing an Event has been added to both HNC and HND framework	28/03/17
13	**Unit added to framework for HNC/HND:** H8PD 34 International Marketing	02/08/16
12	**Revision of Unit:** DE1K 33 Workplace Communication in English has been revised by H8T2 33 Workplace Communication in English and will finish on 31/07/2016.	18/02/215
11	**Revision of Unit:** DG6M 34 International Marketing: An Introduction has been revised by H8PD 34 International Marketing: An Introduction and will finish on 31/07/2017	10/02/15
10	**Revision of Units:** DK2K 34 Getting Started in Business revised to H7V4 34 Preparing to Start a Business. Old unit will finish on 31/07/2016. DE2E 34 Preparing and Presenting a Business Plan revised to H7V5 34 Preparing a Formal Business Plan. Old Unit will finish on 31/07/16. DE3N 34 Communication: Analysing and Presenting Complex Communication revised by H7TK 34 Communication: Business Communication. Old unit will finish on 31/07/2016.	24/11/14
09	*Visual Communication: Social Media* (H387 34) added as an optional Unit to HNC and HND frameworks.	02/06/14
08	F86W 34 Payroll **revised to** H4J9 34 Payroll — The old Unit will finish on 30/06/13. DJ43 33 Customer Care **revised to** H49P 33 Customer Care — The old Unit will finish on 30/04/13.	23/10/13
07	Revision of Human Resource Management: Core Activities (DN72 34) (lapse date 31/07/2013, finish date 31/07/2015)	22/01/13
06	**Change to code:** Individual Employment Relations: Law from DN75 34 (lapse date 31/07/2012, finish date 31/07/2014) to H2MK 34.	11/12/12
05	**Change to codes:** Interviewing from DN77 34 (lapse date 31/07/2013, finish date 31/07/2015) to H1XM 34. Recruitment, Selection and Induction from DN7A 34 (lapse date 31/07/2013, finish date 31/07/2015) to H1XK 34. Human Resource Management from DN78 34 (lapse date 31/07/2012, finish date	17/08/12

31/07/2014) to H1KP 34. Legal Protection of NHSS Patient Data from DM6A 35 (lapse date 31/07/2011, finish date 31/07/2013) to FG6A 35. IT in Business: Word Processing, Spreadsheets and Databases: An Introduction from DE24 33 (lapse date 31/07/2011, finish date 31/07/2013) to FG69 33. IT in Business: Desktop Publication from DE26 34 (lapse date 31/07/2011, finish date 31/07/2013) to FG67 34. Hospital Patient Administration from DL51 34 (lapse date 31/07/2011, finish date 31/07/2013) to FG65 34. Medical Administration DJ4H 34 (lapse date 31/07/2011, finish date 31/07/2013) to FG63 34. Administrative Procedures from DE25 33 (lapse date 31/07/2011, finish date 31/07/2013) to FG62 33. Medical Terminology for Administration Staff from DM6C 34 (lapse date 31/07/2011, finish date 31/07/2013) to FG61 34. Creating a Culture of Customer Care from DJ42 34 (lapse date 31/07/2013, finish date 31/07/2015) to H1F0 34. Management: Leadership at Work from DV88 34 (lapse date 31/07/2013, finish date 31/07/2015) to H1F2 34. Managing and Working with People from DV82 34 (lapse date 31/07/2013, finish date 31/07/2015) to H1F4 34.

Added to Frameworks: Developing the Individual within a Team F870 34 and F86Y 35. Digital Culture: Online Communication F86P 34. Communication in French: Basic Operational Reading and Writing Skills F2F9 33. Communication in French: Basic Operational Speaking and Listening Skills F20P 33. Communication in German: Basic Operational Reading and Writing Skills F2FB 33. Communication in German: Basic Operational Speaking and Listening Skills F20S 33. Communication in Italian: Basic Operational Reading and Writing Skills F2FC 33. Communication in Italian: Basic Operational Speaking and Listening Skills F20T 33. Communication in Spanish: Basic Operational Reading and Writing Skills F2FE 33. Communication in Spanish: Basic Operational Speaking and Listening Skills F20W 33.

04	Qualification frameworks updated.	29/09/11
03	Qualification frameworks updated.	07/04/11
02	Unit added to HNC/HND frameworks — DN77 34 Interviewing	15/07/10

Contents

1 Introduction

This is the Arrangements Document for the revised Group Award(s) in HNC Administration and Information Technology and HND Administration and Information Technology validated in January 2010. This document includes background information on the revision of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

These Group Awards replace HNC Administration and Information Technology (G7YV 15) and HND Administration and information Technology (G7YW 16).

2 Rationale for the revision of the Group Award(s)

The HNC/D Administration and Information Technology Awards were revised in 2004 to replace the HNC/D Administration and Information Management Awards. They have consistently featured in the top ten SQA HN qualifications in terms of candidate numbers since validation in 2004. By late 2007 the Awards became subject to SQA's cycle of quinquennial review.

The HNC and HND Administration and Information Technology Group Awards are designed to equip candidates with the knowledge, understanding and skills required for success in current and future employment or for progression to further academic and/or professional qualifications.

2.1 Market research, consultation and development process

The review of the awards began in November 2007, when centres were issued with a 'Looking Forward' questionnaire. This asked them to consider — the scale of review required; the structure and titles of the awards; the balance of Units between the mandatory and optional sections; the content of the awards and any gaps; the structure of the Graded Units and assessment conditions.

The Awards were deemed relevant and appropriate to the various needs of employers, universities and centres. The responses were generally positive about the balance, structure and overall content. The main issues identified focused on the rigidity and volume of the assessments and the content and relevance of specific Units.

The clear conclusion arising from a number of consultation events with a range of stakeholders, was that a limited review of HNC/D Administration and Information Technology awards would be the most appropriate option. A Qualification Review Team (QRT) was appointed from a number of active centres with a specific remit to:

♦ Reduce assessment load
♦ Better exemplify standards
♦ Increase flexibility of assessment
♦ Ensure compliance with the Disability Discrimination Act
♦ Ensure Units are aligned to the refreshed Core Skills framework
♦ Improve Core Skills guidance

Further consultation events were carried out to ensure that the QRT were operating in accordance with the needs of stakeholders. In addition to the above remit, the optional units were updated as part of this review. In the interests of having a more manageable and efficient Group Award framework the QRT put a proposal to centres that Units with less than 50 entries since 2004 would not be included within the new HNC/D structures. Centres were then given an opportunity at the November 2009 Network Event to comment, make a case for the retention of any Units within this category and to suggest new Units which could be included. The final validated frameworks took full cognisance of this process.

The following table summarises the the consultation methods employed by the QRT:

Stakeholder	Method of Consultation
Centres	♦ Survey ♦ Network Meetings ♦ E-mail
Employers	♦ Survey ♦ E-mail
Council for Administration	♦ E-mail ♦ Representation on validation panel
Higher Education Institutions	♦ Survey ♦ E-mail ♦ Telephone
Professional Bodies (Institute of Professional Administrators, Institute of Administrative Management)	♦ Telephone ♦ E-mail

3   Aims of the Group Award(s)

3.1   General aims of the Group Award(s)

The general aims for these awards are to:

a   develop candidates' knowledge and skills such as planning, implementing, analysing and evaluating
b   develop vocational skills related to the National Occupational Standards or other professional body requirements and so enhancing candidates' employment prospects
c   enable progression within the SCQF
d   develop study and research skills
e   develop transferable skills, including Core Skills, to the levels demanded by employers and/or progression in higher education
f   provide academic stimulus and challenge, and foster an enjoyment of the subject

3.2 Specific aims of the Group Award(s)

3.2.1 Aims of the HNC

The specific aims of HNC Administration and Information Technology are to:

1 develop technical and administrative knowledge relevant to current administrative practice
2 develop the knowledge underpinning the technical expertise developed throughout the course
3 prepare for progression to HND in Administration and Information Technology
4 articulate with degree courses
5 develop interpersonal skills relevant to an administrative role
6 develop personal effectiveness
7 develop communication and presentation skills
8 prepare for appropriate employment
9 develop problem-solving skills within a range of time constraints

3.2.2 Aims specific to the HND

In addition to those above, the specific aims of the HND Administration and Information Technology are to:

1 develop a range of specialist information technology skills
2 develop project management, research and planning skills
3 prepare candidates for employment in an administrative role
4 prepare candidates for progression to degree courses
5 develop critical and evaluative thinking
6 develop an awareness of professional issues such as legal, data management and ethical considerations
7 develop the ability to work flexibly and co-operatively with others

3.2.3 Relationship of Mandatory Units to Aims of the HNC and HND

The aims of the Award are met within the mandatory Units. Two tables, one for the HNC and one for the HND, illustrating where the individual aims are met within each Unit are provided in **Appendix 1**.

3.3 Target groups

These Awards are appropriate for candidates who have an interest in a career in Administration at any level. The revised HNC Administration and Information Technology award is predominantly skills focused and provides candidates with a broad foundation of skills and knowledge to prepare candidates for employment and/or further academic study. The revised HND Administration and Information Technology develops further the skills and knowledge necessary for candidates who seek positions of greater responsibility within the administration function and/or further academic study.

Candidates are likely to come from the following target groups:

♦ School leavers
♦ Adult returners to education
♦ Those in employment who wish to enhance their career prospects

3.4 Employment opportunities

The HNC and HND Administration and Information Technology provide the skills and knowledge demanded of a modern administrative environment. They allow for progression to employment of a general administrative nature. The mandatory Units provide the range of knowledge and skills required within small to medium sized enterprises, with the optional Units allowing for a range of more specialist skills and knowledge demanded by larger organisations.

Consultation established that employers use these Awards in the recruitment and selection of administrative staff, for staff development opportunities and as a criterion for promoting within their organisations. Consultation with employers has also confirmed that graduates of these awards hold a wide range of posts and at varying levels of responsibility.

Candidates who found employment obtained positions in a number of sectors:

♦ Finance
♦ Health Care
♦ Hospitality
♦ HR
♦ IT
♦ Manufacturing
♦ Marketing
♦ Public Sector
♦ Retail
♦ Voluntary sector/Charity

Posts in these areas include:

♦ Administrative Assistant
♦ Administrator
♦ Clerical Assistant
♦ Personal Assistant
♦ Administrative Supervisor
♦ Network Administrator
♦ HR Administrator
♦ Organisation Administrator
♦ Contact Centre Administrator
♦ Retail Assistant
♦ Team Co-ordinator
♦ Team Receptionist
♦ Medical Secretary
♦ IT Support
♦ Marketing Assistant
♦ Finance Officer
♦ Conference Officer

4 Access to the Group Awards

4.1 Formal Qualifications

As with most SQA qualifications, access is at the discretion of the centre and the following recommendations are for guidance only. This list is not exhaustive, or mutually exclusive, but are examples of appropriate formal entry qualifications. The over-riding criterion to be satisfied is that the applicant has a realistic chance of achieving the qualification within the programme model delivered by the centre:

♦ Any relevant National Qualifications Group Award at SCQF level 5 or 6
♦ Any two relevant National Courses at SCQF level 6, together with three Standard Grade passes at level 3 or above
♦ Relevant National Units at appropriate levels (eg achievement of the Core Skills entry profile)
♦ SVQ Business and Administration level 2 or 3
♦ Equivalent qualifications from other awarding bodies

4.2 Work Experience

Work experience that may be considered suitable could include:

♦ paid or voluntary roles that include aspects of administrative work
♦ a range of reception/clerical/office work with some degree of IT skills
♦ active involvement in charity activities that require a range of administrative tasks including planning, organising and completing fund raising activities, minute taking, participating as officials on committees including formal meetings, liaising with others, working with others etc

4.3 Entry to Year 2 HND

In order to achieve the HND Administration and Information Technology candidates must gain a total of 30 HN Credits from the appropriate parts of the qualification structure. Access to HND typically varies between a requirement to have a minimum of between 12 and 15 credits, usually including all of the HNC Administration and Information Technology mandatory Units.

4.4 Recommended Core Skills Entry Profile

Although entry is at the discretion of the centre, it would be beneficial if candidates possessed the following Core Skills:

Core Skill or component	SCQF level
Communication	5
Numeracy	4
Information and Communication Technology	5
Problem Solving	5
Working with Others	4

5 Group Award(s) structure

5.1 Structure of HNC

Candidates will be awarded an HNC in Administration and Information Technology on successful completion of all of the Units and the Graded Unit in the mandatory section and an appropriate combination of optional Units up to a total of 96 SCQF credit points. The HN Design Principles require an HNC Group Award to incorporate at least 48 SCQF credit points at SCQF level 7.

The HNC Administration and Information Technology mandatory section comprises 72 SCQF credit points at level 7 and 8 SCQF credit points at level 6. Candidates must complete an additional 16 SCQF credit points from the optional section and there are no restrictions on the SCQF level from which to draw these credit points.

This equates to 10 HN credits from the mandatory section and 2 HN credits from options.

The framework section (pages 6 to 8) illustrates the composition of the mandatory and optional parts of the award, and the credit value and level of each unit.

FRAMEWORK
HNC ADMINISTRATION AND INFORMATION TECHNOLOGY
G9M7 15

Mandatory Units

STRUCTURE: 12 HN credits needed				
Mandatory: 10 HN credits needed				
Unit Title	**Unit Code**	**SCQF level**	**SCQF Credit**	**HN Credit**
IT in Business: Word Processing and Presentation Applications	F84C 34	7	16	2
IT in Business: Spreadsheets	F84V 34	7	8	1
IT in Business: Databases	F84X 34	7	8	1
Office Administration	F7JA 34	7	8	1
Office Technologies	F7J9 34	7	8	1
Communication: Business Communication	H7TK 34*	7	8	1
Recording Financial Transactions	F847 33	6	8	1
Personal Development Planning	DE3R 34	7	8	1
Administration and Information Technology: Graded Unit 1	F8KW 34	7	8	1

10 HN credits
8 SCQF credits at SCQF level 6
72 SCQF credits at SCQF level 7

Optional Units

Options: 2 HN credits needed				
Unit Title	Unit Code	SCQF Level	SCQF Credit	HN Credit
Administration and Technology				
IT in Business: Word Processing, Spreadsheets and Databases: An Introduction	FG69 33*	6	8	1
Administrative Procedures	FG62 34*	6	8	1
IT in Business: Desktop Publishing	FG67 34*	7	8	1
IT in Business: Advanced Word Processing	F84A 35	8	8	1
IT in Business: Advanced Spreadsheets	F849 35	8	8	1
IT in Business: Advanced Databases	F848 35	8	8	1
ICT in Business	F84W 35	8	8	1
Office Management	F84D 35	8	16	2
Presentation Skills	F84E 35	8	8	1
Shorthand as a Skill (Introductory) (60 wpm)	DE27 34	7	16	2
Shorthand as a Skill (Speed Development 1) (70 wpm)	DE28 35	8	8	1
Publishing on the Internet	D4FB 34	7	16	2
Administrative Management: Personal Skills	F3FL 35	8	16	2
Managing Administrative Services	F3FM 35	8	16	2
Web Design: An Introduction	DV5M 34	7	8	1
Digital Culture: Online Communication	F365 34	7	8	1
Visual Communication: Social Media	H387 34*	7	8	1
Developing the Individual within a Team **OR**	F870 34	7	8	1
Developing the Individual within a Team	F86Y 35	7	8	1
Business and Management				
Managing People and Organisations	F84T 34	7	16	2
Business Culture and Strategy	F7J7 35	7	16	2
Behavioural Skills for Business	F84L 35	8	8	1
Statistics for Business	F84K 35	8	8	1
Economic Issues: An Introduction	F7J8 34	7	8	1
Economics 1: Micro and Macro Theory and Applications	F7J6 35	8	8	1
Economics 2: The World Economy	F86E 35	8	8	1
Introduction to Operations Management	A6H3 34	7	8	1
Management: Leadership at Work	H1F2 34*	7	8	1
Managing and Working with People	H1F4 34*	7	16	2
Research Skills	F60A 34	7	8	1
Project Management: An Introduction	F1NH 34	7	8	1
Project Management: Managing the Implementation of a Project	DV5J 35	8	16	2
Conferences: An Introduction	F365 34	7	8	1
Organising an Event	H91J 34	7	16	2
Managing an Event	H91M 35	8	16	2
E-Commerce				
e-commerce: Introduction	DV6F 34	7	8	1
e-commerce: Publishing Websites	DV6G 34	7	16	2

*Refer to History of Changes for revision changes.

Unit Title	Unit Code	SCQF Level	SCQF Credit	HN Credit
Enterprise and Employability				
Employment Experience 1	D7HJ 34	7	8	1
Work Placement	HJ4W 34*	7	8	1
Personal Enterprise Skills	F3HT 34	7	8	1
Preparing a Formal Business Plan	H7V5 34*	7	16	2
Preparing to Start a Business Plan	H7V4 34*	7	8	1
Finance and Accounting				
Using Financial Accounting Software	F7JP 34	7	8	1
Payroll*	H4J9 34	7	8	1
Business Accounting	F84M 34	7	16	2
Preparing Financial Forecasts	F84R 35	8	8	1
Human Resource Management				
Recruitment, Selection and Induction	H1XK 34*	7	8	1
Human Resource Management: Introduction	H1KP 34*	7	8	1
Human Resource Management: Core Activities	H2W8 34*	7	16	2
Interviewing	H1XM 34*	7	8	1
Languages				
Workplace Communication in English	H8T2 33*	6	8	1
ESOL for Work: Advanced Operational	F1HW 34	7	24	3
French for Work: Basic Operational	F0HW 33	6	24	3
French for Work: Intermediate Operational	F0HX 33	6	24	3
French for Work: Advanced Operational	F0J3 34	7	24	3
German for Work: Basic Operational	F0HT 33	6	24	3
German for Work: Intermediate Operational	F0J0 33	6	24	3
German for Work: Advanced Operational	F0J5 34	7	24	3
Italian for Work: Basic Operational	F0HS 33	6	24	3
Italian for Work: Intermediate Operational	F0J1 33	6	24	3
Italian for Work: Advanced Operational	F0J8 34	7	24	3
Spanish for Work: Basic Operational	F0HR 33	6	24	3
Spanish for Work: Intermediate Operational	F0J2 33	6	24	3
Spanish for Work: Advanced Operational	F0J9 34	7	24	3
Communication in French: Basic Operational Reading and Writing Skills	F2F9 33	6	8	1
Communication in French: Basic Operational Speaking and Listening Skills	F20P 33	6	8	1
Communication in German: Basic Operational Reading and Writing Skills	F2FB 33	6	8	1
Communication in German: Basic Operational Speaking and Listening Skills	F20S 33	6	8	1
Communication in Italian: Basic Operational Reading and Writing Skills	F2FC 33	6	8	1
Communication in Italian: Basic Operational Speaking and Listening Skills	F20T 33	6	8	1
Communication in Spanish: Basic Operational Reading and Writing Skills	F2FE 33	6	8	1
Communication in Spanish: Basic Operational Speaking and Listening Skills	F20W 33	6	8	1

*Refer to History of Changes for revision changes.

Unit Title	Unit Code	SCQF Level	SCQF Credit	HN Credit
Legal				
Business Law: An Introduction	F84P 34	7	8	1
Business Contractual Relationships	F84N 34	7	8	1
Individual Employment Relations: Law	H2MK 34*	7	8	1
Legal Secretarial Practice	F1A3 34	7	8	1
Law for Business (Northern Ireland)	D5LP 35	8	16	2
Marketing				
Customer Care*	H49P 33	6	8	1
Creating A Culture of Customer Care	H1F0 34*	7	8	1
Marketing: An Introduction	F7BX 34	7	8	1
International Marketing	H8PD 34	7	8	1
Medical				
Medical Terminology for Administration Staff	FG61 34*	7	16	2
Hospital Patient Administration	FG65 34*	7	8	1
GP Medical Administration	FG63 34*	7	8	1
Legal Protection of NHSS Patient Data	FG6A 35*	8	8	1
Sustainability				
Sustainable Development	DN38 34	7	8	1

*Refer to History of Changes for revision changes.

12 HN credits
96 SCQF credits
(A minimum of 72 SCQF credits at SCQF level 7)

5.2 Structure of HND

Candidates will be awarded an HND in Administration and Information Technology on successful achievement of all of the Units in the mandatory section and an appropriate combination of Optional Units up to a total of 240 SCQF credit points. The HN Design Principles require an HND Group Award to incorporate at least 64 SCQF credit points at SCQF level 8.

The HND Administration and Information Technology Units comprises at least 80 SCQF credit points at SCQF level 8 (88 SCQF credit points if Developing the Individual Within a Team is achieved at SCQF level 8), at least 72 SCQF credit points at SCQF level 7 (80 SCQF credit points if Developing the Individual Within a Team is achieved at SCQF level 7) and 8 SCQF credit points at SCQF level 6. Candidates must complete a further 72 SCQF credit points from the optional section and there are no restrictions on the SCQF level from which to draw these credit points.

This equates to 21 HN credits from the mandatory section and 9 HN credits from the options.
The qualification framework (pages 10 to 12) illustrates the composition of the mandatory and optional parts of the award, and the credit value and level of each Unit.

FRAMEWORK

HND ADMINISTRATION AND INFORMATION TECHNOLOGY

G9M8 16

Mandatory Units

STRUCTURE: 30 HN credits needed				
Mandatory: 21 HN credits needed				
Group A: 20 HN credits needed				
Unit Title	**Unit Code**	**SCQF level**	**SCQF Credit**	**HN Credit**
IT in Business: Word Processing and Presentation Applications	F84C 34	7	16	2
IT in Business: Spreadsheets	F84V 34	7	8	1
IT in Business: Databases	F84X 34	7	8	1
Office Administration	F7JA 34	7	8	1
Office Technologies	F7J9 34	7	8	1
Communication: Business Communication	H7TK 34*	7	8	1
Recording Financial Transactions	F847 33	6	8	1
Personal Development Planning	DE3R 34	7	8	1
IT in Business: Advanced Word Processing	F84A 35	8	8	1
IT in Business: Advanced Spreadsheets	F849 35	8	8	1
IT in Business: Advanced Databases	F848 35	8	8	1
Office Management	F84D 35	8	16	2
Information and Communication Technology in Business	F84W 35	8	16	2
Presentation Skills	F84E 35	8	8	1
Administration and Information Technology Graded Unit 1	F8KW 34	7	8	1
Administration and Information Technology Graded Unit 2	F8KX 35	8	8	1
Administration and Information Technology Graded Unit 3	F8KY 35	8	8	1
Group B: 1 credit needed				
Developing the Individual Within a Team	F870 34	7	8	1
Developing the Individual Within a Team	F86Y 35	8	8	1

21 HN credits
8 SCQF credits at SCQF level 6
72 or 80 SCQF credits at SCQF level 7
80 or 88 SCQF credits at SCQF level 8

Optional Units

Options: 9 HN credits needed				
Unit Title	Unit Code	SCQF Level	SCQF Credit	HN Credit
Administration and Technology				
IT in Business: Word Processing, Spreadsheets and Databases: An Introduction	FG69 33*	6	8	1
Administrative Procedures	FG62 34*	6	8	1
IT in Business: Desktop Publishing	FG67 34*	7	8	1
Shorthand as a Skill (Introductory) (60 wpm)	DE27 34	7	16	2
Shorthand as a Skill (Speed Development 1) (70 wpm)	DE28 35	8	8	1
Publishing on the Internet	D4FB 34	7	16	2
Administrative Management: Personal Skills	F3FL 35	8	16	2
Managing Administrative Services	F3FM 35	8	16	2
Web Design: An Introduction	DV5M 34	7	8	1
Digital Culture: Online Communication	F86P 34*	7	8	1
Visual Communication: Social Media	H387 34*	7	8	1
Business and Management				
Managing People and Organisations	F84T 34	7	16	2
Business Culture and Strategy	F7J7 35	7	16	2
Behavioural Skills for Business	F84L 35	8	8	1
Statistics for Business	F84K 35	8	8	1
Economic Issues: An Introduction	F7J8 34	7	8	1
Economics 1: Micro and Macro Theory and Applications	F7J6 35	8	8	1
Economics 2: The World Economy	F86E 35	8	8	1
Introduction to Operations Management	A6H3 34	7	8	1
Management: Leadership at Work	H1F2 34*	7	8	1
Managing and Working with People	H1F4 34*	7	16	2
Research Skills	F60A 34	7	8	1
Project Management: An Introduction	F1NH 34	7	8	1
Project Management: Managing the Implementation of a Project	DV5J 35	8	16	2
Organising an Event	H91J 34	7	16	2
Managing an Event	H91M 35	8	16	2
E-Commerce				
e-commerce: Introduction	DV6F 34	7	8	1
e-commerce: Publishing Websites	DV6G 34	7	16	2
Enterprise and Employability				
Employment Experience 1	D7HJ 34	7	8	1
Work Placement	HJ4W 34*	7	8	1
Personal Enterprise Skills	F3HT 34	7	8	1
Preparing a Formal Business Plan	H7V5 34*	7	16	2
Preparing to Start a Business	H7V4 34*	7	8	1
Finance and Accounting				
Using Financial Accounting Software	F7JP 34	7	8	1
Payroll*	H4J9 34	7	8	1
Business Accounting	F84M 34	7	16	2
Preparing Financial Forecasts	F84R 35	8	8	1

*Refer to History of Changes for revision changes.

Unit Title	Unit Code	SCQF Level	SCQF Credit	HN Credit
Human Resource Management				
Recruitment, Selection and Induction	H1XK 34*	7	8	1
Human Resource Management: Introduction	H1KP 34*	7	8	1
*Human Resource Management: Core Activities	H2W8 34	7	16	2
Interviewing	H1XM 34*	7	8	1
Languages				
Workplace Communication in English	H8T2 33*	6	8	1
ESOL for Work: Advanced Operational	F1HW 34	7	24	3
French for Work: Basic Operational	F0HW 33	6	24	3
French for Work: Intermediate Operational	F0HX 33	6	24	3
French for Work: Advanced Operational	F0J3 34	7	24	3
German for Work: Basic Operational	F0HT 33	6	24	3
German for Work: Intermediate Operational	F0J0 33	6	24	3
German for Work: Advanced Operational	F0J5 34	7	24	3
Italian for Work: Basic Operational	F0HS 33	6	24	3
Italian for Work: Intermediate Operational	F0J1 33	6	24	3
Italian for Work: Advanced Operational	F0J8 34	7	24	3
Spanish for Work: Basic Operational	F0HR 33	6	24	3
Spanish for Work: Intermediate Operational	F0J2 33	6	24	3
Spanish for Work: Advanced Operational	F0J9 34	7	24	3
Communication in French: Basic Operational Reading and Writing Skills	F2F9 33	6	8	1
Communication in French: Basic Operational Speaking and Listening Skills	F20P 33	6	8	1
Communication in German: Basic Operational Reading and Writing Skills	F2FB 33	6	8	1
Communication in German: Basic Operational Speaking and Listening Skills	F20S 33	6	8	1
Communication in Italian: Basic Operational Reading and Writing Skills	F2FC 33	6	8	1
Communication in Italian: Basic Operational Speaking and Listening Skills	F20T 33	6	8	1
Communication in Spanish: Basic Operational Reading and Writing Skills	F2FE 33	6	8	1
Communication in Spanish: Basic Operational Speaking and Listening Skills	F20W 33	6	8	1
Legal				
Business Law: An Introduction	F84P 34	7	8	1
Business Contractual Relationships	F84N 34	7	8	1
Individual Employment Relations: Law	H2MK 34*	7	8	1
Legal Secretarial Practice	F1A3 34	7	8	1
Law for Business (Northern Ireland)	D5LP 35	8	16	2
Marketing				
Customer Care*	H49P 33	6	8	1
Creating A Culture of Customer Care	H1F0 34*	7	8	1
Marketing: An Introduction	F7BX 34	7	8	1
International Marketing: An Introduction	H8PD 34	7	8	1

*Refer to History of Changes for revision changes.

Unit Title	Unit Code	SCQF Level	SCQF Credit	HN Credit
Medical				
Medical Terminology for Administration Staff	FG61 34*	7	16	2
Hospital Patient Administration	FG65 34	7	8	1
GP Medical Administration	FG63 34	7	8	1
Legal Protection of NHSS Patient Data	FG6A 35*	8	8	1
Sustainability				
Sustainable Development	DN38 34	7	8	1

*Refer to History of Changes for revision changes.

30 HN credits
240 SCQF credits
(A minimum of 80 SCQF credits at SCQF level 8)

FRAMEWORK

HND ADMINISTRATION AND INFORMATION TECHNOLOGY

G9M8 16

ROUTE 2 for candidates holding *HNC Administration & IT G7YV 15*

STRUCTURE: 30 HN credits needed

Mandatory: 11 HN credits needed (*G9M8 16 year 2 Mandatory Units*)

Group A: 10 HN credits needed

Unit Title	Unit Code	SCQF level	SCQF credit	HN Credit
IT in Business: Advanced Word Processing	F84A 35	8	8	1
IT in Business: Advanced Spreadsheets	F849 35	8	8	1
IT in Business: Advanced Databases	F848 35	8	8	1
Office Management	F84D 35	8	16	2
Information and Communication Technology in Business	F84W 35	8	16	2
Presentation Skills	F84E 35	8	8	1
Administration and Information Technology Graded Unit 2	F8KX 35	8	8	1
Administration and Information Technology Graded Unit 3	F8KY 35	8	8	1
Group B: 1 credit needed				
Developing the Individual Within a Team	F870 34	7	8	1
Developing the Individual Within a Team	F86Y 35	8	8	1

Options: 7 HN credits needed (G9M8 16 Optional Units)				
Unit Title	Unit Code	SCQF Level	SCQF Credit	HN Credit
Administration and Technology				
IT in Business: Word Processing, Spreadsheets and Databases: An Introduction	FG69 33*	6	8	1
Administrative Procedures	FG62 34*	6	8	1
IT in Business: Desktop Publishing	FG67 34*	7	8	1
Shorthand as a Skill (Introductory) (60 wpm)	DE27 34	7	16	2
Shorthand as a Skill (Speed Development 1) (70 wpm)	DE28 35	8	8	1
Publishing on the Internet	D4FB 34	7	16	2
Administrative Management: Personal Skills	F3FL 35	8	16	2
Managing Administrative Services	F3FM 35	8	16	2
Web Design: An Introduction	DV5M 34	7	8	1
Record Keeping and Accounting for Small Business	F93J 33	6	8	1
Digital Culture: Online Communication	F86P 34*	7	8	1
Visual Communication: Social Media	H387 34*	7	8	1
Business and Management				
Managing People and Organisations	F84T 34	7	16	2
Business Culture and Strategy	F7J7 35	7	16	2
Behavioural Skills for Business	F84L 35	8	8	1
Statistics for Business	F84K 35	8	8	1
Economic Issues: An Introduction	F7J8 34	7	8	1
Economics 1: Micro and Macro Theory and Applications	F7J6 35	8	8	1
Economics 2: The World Economy	F86E 35	8	8	1
Introduction to Operations Management	A6H3 34	7	8	1
Management: Leadership at Work	H1F2 34*	7	8	1
Managing and Working with People	H1F4 34*	7	16	2
Research Skills	F60A 34	7	8	1
Project Management: An Introduction	F1NH 34	7	8	1
Project Management: Managing the Implementation of a Project	DV5J 35	8	16	2
Principles and Practices of Selling	DG6W 34	7	8	1
E-Commerce				
e-commerce: Introduction	DV6F 34	7	8	1
e-commerce: Publishing Websites	DV6G 34	7	16	2
Enterprise and Employability				
Employment Experience 1	D7HJ 34	7	8	1
Work Placement	HJ4W 34*	7	8	1
Personal Enterprise Skills	F3HT 34	7	8	1
Preparing a Formal Business Plan	H7V5 34*	7	16	2
Preparing to Start a Business	H7V4 34*	7	8	1
Finance and Accounting				
Using Financial Accounting Software	F7JP 34	7	8	1
Payroll	F86W 34	7	8	1
Business Accounting	F84M 34	7	16	2
Preparing Financial Forecasts	F84R 35	8	8	1

*Refer to History of Changes for revision changes.

Unit Title	Unit Code	SCQF Level	SCQF Credit	HN Credit
Human Resource Management				
Recruitment, Selection and Induction	H1XK 34*	7	8	1
Human Resource Management: Introduction	H1KP 34*	7	8	1
Human Resource Management: Core Activities	H2W8 34*	7	16	2
Interviewing	H1XM 34*	7	8	8
Grievance and Discipline Handling	D4XF 35	8	8	1
Individual Employee Relations: Practice	H29W 34	7	8	1
Languages				
Workplace Communication in English	H8T2 33*	6	8	1
ESOL for Work: Advanced Operational	F1HW 34	7	24	3
French for Work: Basic Operational	F0HW 33	6	24	3
French for Work: Intermediate Operational	F0HX 33	6	24	3
French for Work: Advanced Operational	F0J3 34	7	24	3
German for Work: Basic Operational	F0HT 33	6	24	3
German for Work: Intermediate Operational	F0J0 33	6	24	3
German for Work: Advanced Operational	F0J5 34	7	24	3
Italian for Work: Basic Operational	F0HS 33	6	24	3
Italian for Work: Intermediate Operational	F0J1 33	6	24	3
Italian for Work: Advanced Operational	F0J8 34	7	24	3
Spanish for Work: Basic Operational	F0HR 33	6	24	3
Spanish for Work: Intermediate Operational	F0J2 33	6	24	3
Spanish for Work: Advanced Operational	F0J9 34	7	24	3
Communication in French: Basic Operational Reading and Writing Skills	F2F9 33	6	8	1
Communication in French: Basic Operational Speaking and Listening Skills	F20P 33	6	8	1
Communication in German: Basic Operational Reading and Writing Skills	F2FB 33	6	8	1
Communication in German: Basic Operational Speaking and Listening Skills	F20S 33	6	8	1
Communication in Italian: Basic Operational Reading and Writing Skills	F2FC 33	6	8	1
Communication in Italian: Basic Operational Speaking and Listening Skills	F20T 33	6	8	1
Communication in Spanish: Basic Operational Reading and Writing Skills	F2FE 33	6	8	1
Communication in Spanish: Basic Operational Speaking and Listening Skills	F20W 33	6	8	1
Legal				
Business Law: An Introduction	F84P 34	7	8	1
Business Contractual Relationships	F84N 34	7	8	1
Individual Employment Relations: Law	H2MK 34*	7	8	1
Legal Secretarial Practice	F1A3 34	7	8	1
Law for Business (Northern Ireland)	D5LP 35	8	16	2
Marketing				
Customer Care	DJ43 33	6	8	1
Creating A Culture of Customer Care	H1F0 34*	7	8	1
Marketing: An Introduction	F7BX 34	7	8	1
International Marketing: An Introduction	H8PD 34*	7	8	1

*Refer to History of Changes for revision changes.

Unit Title	Unit Code	SCQF Level	SCQF Credit	HN Credit
Medical				
Medical Terminology for Administration Staff	FG61 34*	7	16	2
Hospital Patient Administration	FG65 34*	7	8	1
GP Medical Administration	FG63 34*	7	8	1
Legal Protection of NHSS Patient Data	FG6A 35*	8	8	1
Sustainability				
Sustainable Development	DN38 34	7	8	1

*Refer to History of Changes for revision changes.

*Please note – the 12 credits from the HNC includes 2 credits from Optional Units. Centres should take care to ensure that these 2 credits are not double-counted when checking the remaining optional credits learners need to achieve the HND. The 7 optional credits referred to in the table above are in addition to those already achieved as part of the HNC. This means that when checking the optional Units on a learner's SQA record, 2 of these credits must be allocated to the HNC before counting the optional credits towards the 7 needed from this section. Learners need a total of 9 optional credits and 30 overall to achieve the HND.

HND ADMINISTRATION & IT G9M8 16 – ROUTES TO CERTIFICATION

ROUTE 1 (Conventional)

2010 HND Admin & IT G9M8 16
21 Mandatory credits
9 Optional credits
30 Credits

ROUTE 2 (Candidate with HNC G7YV 15)

2004 HNC Admin & IT G7YV 15		2010 HND Admin & IT G9M8 16 Year 2 Credits		2010 HND Admin & IT G9M8 16
10 Mandatory credits	→	**11** Mandatory credits	→	**21** Mandatory credits
2 Optional credits	→	**7** Optional credits	→	**9** Optional credits
12 Credits		**18 Credits**		**30 Credits**

5.3 Core Skills

Successful candidates will exit from each award with the following Core Skills profile. **Appendix 3** details the signposting and embedding of the core skills within the individual mandatory Units of the HNC/D Administration and Information Technology awards.

5.3.1 Core Skills — HNC Administration and Information Technology

Core Skills	Desired entry level	Certificated exit level
Communication	SCQF 5	SCQF 6
Numeracy	SCQF 4	SCQF 5
ICT	SCQF 5	SCQF 6
Problem Solving	SCQF 5	SCQF 6
Working with Others	SCQF 4	*see note below

*The Core Skill of *Working with Others* is not certificated automatically, however centres are likely to use a range of modes of delivery, some of which may provide the opportunity to develop this Core Skill.

5.3.2 Core Skills — HND Administration and Information Technology

Core Skills	Desired entry level	Certificated exit level
Communication	SCQF 6	SCQF 6
Numeracy	SCQF 5	SCQF 6
IT	SCQF 6	SCQF 6
Problem Solving	SCQF 5	SCQF 6
Working with Others	SCQF 4	SCQF 6

5.4 Signposting to National Occupational Standards

The HNC/D Administration and Information Technology Awards continue to provide underpinning skills and knowledge relating to the Council for Administration's (CfA) National Occupational Standards (NOS). **Appendix 2** illustrates signposting of the underpinning skills and knowledge against the relevant SQA SVQ Business and Administration Units as at January 2010. The HN Units listed include details of both mandatory and options.

5.5 Credit Transfer

Where candidates have completed individual Units from the predecessor frameworks, they can be given credit transfer on a Unit by Unit basis. Credit transfer can be given where there is broad equivalence between the subject-related content of the Units, ie the Knowledge and/or Skills have not changed significantly, or are covered in the Unit for which credit is being awarded. **Appendix 4** sets out the credit transfer guidance for HNC and HND Administration and Information Technology on a Unit by Unit basis.

5.6 Transition Arrangements

The revised HND Administration and Information Technology framework includes a route to allow candidates completing the predecessor HNC Administration and Information Technology (G7YV 15) to transfer the full 12 credits of that award to the revised HND Administration and Information Technology (G9M8 16) without the need for credit transfer on a Unit by Unit basis. Details of this route are available in Section 5.2 Structure of the HND. As the aims and content of the new and previous Group Awards are broadly the same, this will not negatively affect the integrity of the revised HND but will greatly enhance the manageability of transitional arrangements from HNC to HND Administration and Information Technology.

Therefore when transferring from the predecessor HNC to the new HND, centres and candidates will have the following options:

Candidates who have been certificated for the HNC Administration and Information Technology (G7YV 15) Group Award will be able to move to the new HND Administration and Information Technology (G9M8 16) carrying forward the 12 credits gained through the HNC without the need for a Unit-by-Unit credit transfer mapping.

Where candidates have partially completed the HNC Administration and Information Technology Award (G7YV 15), transition arrangements will need to be agreed on a Unit-by-Unit basis.

Where candidates have partially completed the HND Administration and Information Technology Award (G7YW 16), transition arrangements will need to be agreed on a Unit-by-Unit basis.

Unit-by Unit credit transfer guidance for the mandatory Units of both awards is provided in **Appendix 4**. These transition arrangements are subject to centre's internal verification processes.

5.7 Articulation and professional recognition

5.7.1 Other SQA qualifications

Within the current HNC/D framework, links exist with a number of Professional Development Awards (PDAs) in the Administration and Business subject area. It is SQA's intention to update the relevant PDA frameworks in line with the amendments to common Units within HNC/D Administration and Information Technology. Examples of relevant PDAs include:

- ♦ PDA Office Administration (SCQF level 7)
- ♦ PDA IT in Business (SCQF level 7)
- ♦ PDA Medical Administration (SCQF level 7)
- ♦ PDA Book-keeping (SCQF level 7)
- ♦ PDA Financial Accounting (SCQF level 7)
- ♦ PDA Administrative Management (SCQF level 8)
- ♦ PDA Office Management and IT (SCQF level 8)

5.7.2 Industry Standard qualifications

The HNC/D Administration and Information Technology awards provide a range of underpinning skills and knowledge relevant to the following qualifications awarded by SQA or other awarding bodies:

♦ PC Passport at Intermediate and Higher awarded by SQA
♦ European Computer Driving Licence and the Advanced European Computer Driving
♦ Licence awarded by the Chartered Institute of Information Technology (formerly known as the British Computer Society)
♦ Microsoft Office Specialist qualifications
♦ SVQ Business and Administration at levels 3 and/or 4 as awarded by SQA

5.7.3 Higher Education

Articulation arrangements exist between a number of Scottish Universities and the Open University where HNC/D awards will be accepted as entry to either second or third year of a Business, Management or IT related degree. Depending on the specific degree programme, certain Units may be required as part of the HNC/D course content. The optional section of the HNC/D framework is sufficiently broad to ensure that centres are able to comply with reasonable articulation requests. Centres are encouraged to pursue and maintain appropriate articulation arrangements with higher education institutions. Information gathered by the QRT in the course of the review process is available within **Appendix 6**.

5.7.4 Professional Bodies

Successful achievement of the HNC/D Administration and Information Technology awards allows full membership to the Institute of Professional Administrators and Associate membership of the Institute of Administrative Management.

6 Approaches to delivery and assessment

Suggested delivery schedules have been included in **Appendix 5** but the choice of delivery pattern is at the discretion of the centre. It is anticipated that centres will ensure that as much of the mandatory content required for the Graded Units has been covered as possible prior to commencing delivery.

The qualifications can be delivered in a number of ways:

♦ Full-time
♦ Day release
♦ Part-time evening
♦ Open Learning

The Evidence Requirements within the mandatory Units focus on the knowledge/skills that candidates should utilise and assessment conditions are not prescribed in the majority of the Units. This means that there is much more flexibility as to when and how the evidence is gathered. Rather than delivering and assessing Units as individual components and thereby increasing the possibility of assessing similar evidence on more than one occasion, **Appendix 5** gives detailed guidance on how delivery and assessment may be reduced by integrating Units. These suggestions are not mandatory and there may well be alternative approaches but they are designed to prompt explicit integration opportunities for centres and candidates.

Throughout delivery, candidates should be set clear standards in terms of presentation of information. It is recommended that candidates use standard referencing conventions such as Harvard Referencing system throughout so they are confident about using wider evidence in support of a business or academic report and ensuring compliance with copyright and avoiding issues of plagiarism.

It is hoped that by applying consistent standards across the awards, candidates will be able to appreciate that all Units are relevant to their chosen course/vocation and they will be able to transfer core skills to other employment or academic situations.

Core Skills have been embedded or signposted in all mandatory Units. Where they are embedded the Evidence Requirements have covered both content and Core skill, therefore achievement of the Unit leads to automatic certification of the Core Skill. Signposting is where opportunities to gather additional evidence to achieve a relevant Core Skill have been outlined within the Unit specification guidance, but this is not certificated automatically. Where a Core Skill is not embedded, separate entries have to be provided to certificate it even where appropriate evidence has been gathered..

Every effort has been made to ensure that artificial barriers do not exist. However, there may be some instances where specific situations require additional support or specific assessment arrangements to be set. There are a few situations where this may occur:

♦ *Communication: Analysing and Presenting Complex Communication* (DE3N 34) and *Presentation Skills* (F84E 35) — both of these Units require candidates to demonstrate oral skills by either participating in a meeting or delivering a presentation and responding to questions from the audience.

♦ *Communication: Analysing and Presenting Complex Communication* (DE3N 34), *Presentation Skills* (F84E35) and *Developing the Individual within a Team* (F870 34) or (F86Y 35) — require candidates to work with others by participating in a meeting, delivering a presentation to an audience or work with others to plan, implement and evaluate a project.

♦ *Recording Financial Transactions* (F847 33), *Graded Unit 1* (F8KW 34) and *Graded Unit 2* (F8KX 35) all require closed book, supervised/invigilated conditions. In addition, both Graded Units are timed and where additional needs are identified, centres may need to confirm the additional time allocations if appropriate.

Guidance on how centres may provide this evidence has been provided within the Unit specifications. Centres are encouraged to maximise the opportunities presented by new web 2.0 technologies therefore increasing the accessibility of these awards to remote learners.

6.1   Graded Unit information

All Graded Unit specifications are available from SQA's website (www.sqa.org.uk).

The purpose of the Graded Units is to assess the candidate's ability to retain and integrate the knowledge and/or skills gained in the mandatory Units; to assess that the candidate has met the principal aims of the Group Award and to grade the candidate's achievement. A Graded Unit is assessed and a grade of A, B or C awarded to candidates who successfully achieve the Unit.

Candidates will take a one credit Graded Unit at SCQF level 7 in the HNC/1st year HND, and a further two credit Graded Unit at SCQF level 8 in the second year of the HND Group Award.

The Graded Units take the form of:

♦   Administration and Information Technology: Graded Unit 1 (F8KW 34) (Closed-book examination at SCQF level 7)
♦   Administration and Information Technology: Graded Unit 2 (F8KX 35) (Closed-book examination at SCQF level 8)
♦   Administration and Information Technology: Graded Unit 3 (F8KY 35) (Project based on a case study at SCQF level 8)

6.1.1 Administration and Information Technology: Graded Unit 1

Administration and Information Technology: Graded Unit 1 (F8KW 34) is assessed by timed, closed-book examination**.** It consists of an examination of three hours, comprising two question papers — objective response question paper and an extended response question paper. The two examination papers may be assessed together or on separate assessment occasions.

Evidence should be generated through assessment undertaken in controlled conditions. The objective response question paper (which is worth 30% of the total marks) is a 45 minute, closed-book examination undertaken in controlled conditions. The extended response question paper (which is worth 70% of the total marks) is a two-hour 15 minute closed-book examination undertaken in controlled conditions.

It is recommended that candidates should have completed or be in the process of completing the following Units relating to these specific aims prior to undertaking this Graded Unit:

♦   Office Administration   (F7JA 34)
♦   IT in Business: Word Processing and Presentation Applications   (F84C 34)
♦   Office Technologies   (F7J9 34)
♦   IT in Business: Databases   (F84X 34)
♦   IT in Business: Spreadsheets   (F84V 34)

An assessment exemplar pack and marking guidelines have been produced to indicate the national standard of achievement required at SCQF level 7.

This assessment should take place towards the end of the programme to ensure that candidates have covered the topics which will be assessed within the Graded Unit.

6.1.2 Administration and Information Technology: Graded Unit 2

Administration and Information Technology: Graded Unit 2 (F8KX 35) is a timed, closed book examination. It will consist of a written examination of three hours — comprising two question papers — a restricted response question paper and an extended response question paper. The two examination papers may be assessed together or on separate assessment occasions.

Evidence should be generated through examination undertaken in controlled conditions. The restricted response question paper, which is worth 40% of the total marks, is a one hour closed book examination undertaken in controlled conditions. The extended response question paper, which is worth 60% of the total marks, is a two hour closed book examination undertaken in controlled conditions.

An exemplar assessment pack and marking guidelines have been produced to indicate the national standard of achievement required at SCQF level 8.

It is recommended that candidates should have completed or be in the process of completing the following Units relating to these specific aims prior to undertaking this Graded Unit:

- IT in Business — Advanced Word Processing   (F84A 35)
- IT in Business — Advanced Spreadsheets   (F849 35)
- IT in Business — Advanced Databases   (F848 35)
- Office Management   (F84D 35)
- Information and Communication Technology in Business (F84W 35)
- Presentation Skills   (F84E 35)
- Developing the Individual within a Team   (F870 34) **or** (F86Y 35)

This will be a further opportunity to develop examination skills. Candidates will be able to draw on their experiences of Graded Unit 1 and identify effective revision skills and examination techniques.

Paper one requires restricted responses to ten questions. Paper two presents a case study and candidates produce essay-type responses to four out of five questions.

6.1.3 Administration and Information Technology: Graded Unit 3

Administration and Information Technology: Graded Unit 3 (F8KY 35) is assessed by the use of a project based on a case study.

It is recommended that the candidate should have completed or be in the process of completing the following Units relating to the above specific aims prior to undertaking this Graded Unit:

- Office Management   (F84D 35)
- Information and Communication Technology
  in Business   (F84W 35)
- Presentation Skills   (F84E35)
- IT in Business: Advanced Word Processing   (F84A 35)
- IT in Business: Advanced Spreadsheets   (F849 35)
- IT in Business: Advanced Databases   (F848 35)
- Developing the Individual within a Team   (F870 34) **or** (F86Y 35)

Candidates will have the opportunity to plan, implement and evaluate a research project. They will be able to draw on the knowledge across the whole Award even though the main focus will be on specific Units. They will demonstrate independent learning skills and the ability to complete significant tasks; this will be of interest to employers and HE institutions.

The project is divided into three stages — Planning, Developing and Evaluation. Candidates are required to meet the minimum Evidence Requirements for each stage to achieve the overall Unit.

The Core Skill of Problem Solving at SCQF level 6 is embedded and therefore automatically certificated on successful completion of the Unit.

6.2   Open Learning

All Units may be delivered through Open Learning. Centres could develop resources that include hard copy booklets, use a virtual learning environment and/or e-assessment technologies. If centres can offer the use of mentored discussion forums, wikis and other developing technologies to reduce the feelings of isolation and encourage collaboration even from a distance, this will help Open Learning candidates remain motivated and on track.

The removal of closed book and supervised assessment conditions where not critical to competence has widened the scope for delivery via Open Learning. However evidence should still be generated under the assessment conditions stipulated within the Unit specification. This mode of delivery requires planning by the centre to ensure the authenticity of candidate evidence.

The rapid growth in web technologies have proved particularly useful and opportunities exist to use weblogs, VLE, discussion forums and online assessments. As the QRT reviewed the Unit specifications, it considered how new technologies might support increased flexibility of assessment and ensure an accessible and inclusive suite of Units. The Unit specifications include suggestions where new technologies might be used to support the delivery and assessment processes.

6.3   E-Learning

Centres are encouraged to use new technologies to support and enhance the delivery and assessment of the HNC/D Administration and Information Technology Group Awards. Formative E-assessments material is in development at the time of writing (March 2010). More information about online resources available via SQA's SOLAR project can be found at the website — www.sqasolar.org.uk

6.4   Resources

There is a significant volume of ICT content within the HNC and HND Administration and Information Technology Awards therefore centres will require ICT facilities for the delivery and assessment of a number of the Units. Centres should keep up-to-date with developments in legislation and business practices relevant to the knowledge and skills within the Group Awards.

7 General information for centres

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website **www.sqa.org.uk/assessmentarrangements**.

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment and Quality Assurance for Colleges of Further Education* (**www.sqa.org.uk**).

8 General information for candidates

The HNC and HND Administration and Information Technology Awards are designed to meet the demands and requirements of today's modern business environment. The HNC allows progression into employment of a general administrative nature, whilst the HND allows progression to a more seniour role, possibly as Office or Administrative Manager.

The HNC and HND cover a range of subject topics which are relevant to modern business practices and to university degree programmes.

The HNC Administration and Information Technology is an SCQF level 7 qualification which contains 12 HN credits (96 SCQF credit points), 10 of which or mandatory and 2 which are gained from optional Units. The HND Administration and Information Technology is an SCQF level 8 qualification which contains 30 HN credits (240 SCQF credit points), 23 of which are mandatory with 7 to be obtained from optional Units. The 12 credits within the HNC also contribute to the HND. Some Units are worth 2 HN credits (rather than 1) so the number of Units you will be required to complete will not be the same as the overall number of HN credits required.

You will be assessed throughout the HNC or HND qualification on a Unit by Unit basis, with assessments taking the form of practical assignments, classroom assessment and/or case studies.

Towards the end of the HNC (or 1st year of the HND) you will undertake a Graded Unit (Administration and Information Technology: Graded Unit 1), which is designed to assess your ability to integrate the knowledge and skills gained across the mandatory Units. Administration and Information Technology: Graded Unit 1 is a one credit Unit which provides the opportunity to reflect on the main topics covered within the other Units and how these link together. Assessment of Administration and Information Technology: Graded Unit 1 will take the form of a closed-book examination at SCQF level 7.

The HND requires candidates to complete two further Graded s (Administration and Information Technology: Graded Unit 2 and Administration and Information Technology: Graded Unit 3) which will also assess your ability to integrate knowledge and skills gained across the breadth of the qualification. Administration and Information Technology: Graded Unit 2 is a one credit Unit at SCQF level 8 which is also a closed-book examination.

Administration and Information Technology: Graded Unit 3 is assessed by a project based on a case study.You will be required to pass the three stages of the project with a mark of at least 50% for each stage — Planning, Development and Evaluation.

On successful completion of each Graded Unit you will be awarded a grade of A, B or C according to the mark attained. This grading applies only to the relevant Graded Unit and not the overall HNC or HND award.

Grading is based on the marks attained as follows:

Grade A: 70-100%
Grade B: 60-69%
Grade C: 50-59%

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at **www.scqf.org.uk**

SCQF credit points: One HN credit is equivalent to 8 SCQF credit points. This applies to all HN Units, irrespective of their level.

SCQF levels: The SCQF covers 12 levels of learning. HN Units will normally be at levels 6–9. Graded Units will be at level 7 and 8.

Subject Unit: Subject Units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

Graded Unit: Graded Units assess candidates' ability to integrate what they have learned while working towards the Units of the Group Award. Their purpose is to add value to the Group Award, making it more than the sum of its parts, and to encourage candidates to retain and adapt their skills and knowledge.

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the HNC/HND from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised HNCs and HNDs are those developments or revisions undertaken by a group of centres in partnership with SQA.

Specialist single centre and specialist collaborative devised HNCs and HNDs are those developments or revisions led by a single centre or small group of centres who provide knowledge and skills in a specialist area. Like consortium-devised HNCs and HNDs, these developments or revisions will also be supported by SQA.

10   Appendices

Appendix 1: Relationship of Mandatory HNC and HND Units to the Aims of the
                 Awards
Appendix 2: Signposting to National Occupational Standards
Appendix 3: Core Skills Certification and Signposting within Mandatory Units
Appendix 4: Unit by Unit Credit Transfer Guidance
Appendix 5: Suggested Delivery and Assessment Strategies
Appendix 6: Progression to Higher Education Institutions

Appendix 1:   Relationship of mandatory HNC and HND Units to the Aims of the Awards

ppendix 1.1: HNC Mandatory Units

HNC Administration and Information Technology (Mandatory Units)					
Unit title	**Code**	**SCQF credit points**	**SCQF level**	**SQA credit value**	**Aims of HNC Award**
IT in Business: Word Processing and Presentation Applications	F84C 34	16	7	2	a, b, c, d, e, f, 1, 2, 3, 6, 7, 8, 9
IT in Business: Spreadsheets	F84V 34	8	7	1	a, b, c, e, f, 1, 2, 3, 4, 6, 8, 9
IT in Business: Databases	F84X 34	8	7	1	a, b, c, e, f, 1, 2, 3, 4, 6, 8, 9
Office Administration	F7JA 34	8	7	1	a, b, c, d, e, f, 1, 2, 3, 4, 5, 6, 7, 8, 9
Office Technologies	F7J9 34	8	7	1	a, b, c, d, e, f, 1, 2, 3, 4, 5, 6, 7, 8, 9
Recording Financial Transactions	F847 33	8	6	1	b, c, e, f, 1, 2, 3, 4, 5, 6, 9
Communications: Analyse and Present Complex Information	DE3N 34	8	7	1	a, b, c, d, e, f, 1, 2, 3, 4, 5, 6, 7, 8, 9
Personal Development Planning	DE3R 34	8	7	1	a, c, d, f, 3, 4, 5, 6, 7, 8,
Administration and Information Technology Graded Unit 1	F8KW 34	8	7	1	a, c, d, f, 1, 2, 3, 4, 5, 7, 9
TOTAL (Mandatory)		**80**		**10**	

Appendix 1.2: HND Mandatory Units

Higher National Diploma (Mandatory Section)					
Unit title	Code	SCQF credit points	SCQF level	SQA credit value	Aims of HND Award
All HNC Mandatory Units plus		(80)		(10)	
IT in Business: Advanced Word Processing	F84A 35	8	8	1	a, b, c, d, e, f, 1, 3, 4, 5, 6, 7
IT in Business: Advanced Spreadsheets	F849 35	8	8	1	a, b, c, d, e, f, 1, 3, 4, 5, 6 7
IT in Business: Advanced Databases	F848 35	8	8	1	a, b, c, d, e, f, 1, 2, 3, 4, 6, 7
Office Management	F84D 35	16	8	2	a, b, c, d, e, f, 2, 3, 4, 5, 6, 7
Presentation Skills	F84E 35	8	8	1	a, b, c, d, e, f, 1 2, 3, 4, 5, 6, 7
ICT in Business	F84W 35	16	8	2	a, b, c, d, e, f, 1, 2, 3, 4, 6, 7
Developing the individual within a Team **OR** Developing the individual within a Team	F870 34 F86Y 35	8	7/8	1	a, b, c, e, f, 2, 3, 4, 5, 6, 7 a, b, c, e, f, 2, 3, 4, 5, 6, 7
Administration and Information Technology Graded Unit 2	F8KX 35	8	8	1	a, c, d, e, f, 3, 4, 6
Administration and Information Technology Graded Unit 3	F8KY 35	8	8	1	a, c, d, e, f, 2, 3, 4, 6, 7
TOTAL (Mandatory)		**168**		**21**	

Appendix 2: Signposting to National Occupational Standards

Appendix 2.1: SVQ Business and Administration level 3 (G8LH 23)

SVQ Unit No	SVQ Unit title	HNC/D Unit
Mandatory Core (2 Credits)		
301	Carry out your responsibilities at work	Relevant content across the Awards
302	Work within your business environment	Relevant content across the Awards
Group A (0 to 1 Credits)		
110	Ensure your own actions reduce risks to health and safety (ENTO)	Office Administration F7JA 34 03 and Office Technologies F7J9 34 01
204	Manage diary systems	Optional unit: Administrative Procedures DE25 33
205	Organise business travel and accommodation	Optional unit: Administrative Procedures DE25 33
212	Use IT Systems (IT User)	Office Technologies F7J9 34 01, 02, 03 and all the IT in Business units — F84C 34, F84V 34, F84X 34
213	Use IT to exchange information (IT User)	Office Technologies F7J9 34 02, 03
216	Use database software (IT User)	IT in Business: Databases F84X 34
217	Use presentation software (IT User)	IT in Business: Word Processing and Presentation Skills F84C 34
218	Use specialist or bespoke software (IT User)	Optional unit: Using Financial Accounting Software DE59 34
221	Prepare text from notes	IT in Business: Word Processing and Presentation Skills F84C 34
Group B (3 to 4 Credits)		
303	Supervise an office facility	Office Administration F7JA 34 and Office Management F84D 35
304	Procure products and services	
305	Manage and evaluate customer relations	Optional unit: Creating a Culture of Customer Care DJ42 34
306	Manage the payroll function (AOSG)	Optional unit: Payroll DE61 34
307	Complete year-end procedures (AOSG)	Optional unit: Using Financial Accounting Software DE59 34
308	Monitor information systems	IT in Business: Advanced Database F848 35
309	Plan and run projects	Developing the Individual within a Team F870 34 or F86Y 35
310	Research, analyse and report information	Communication: Analysing and Presenting Complex Information DE3N 34
311	Plan, organise and support meetings	Communication: Analysing and Presenting Complex Information DE3N 34
312	Make a presentation	Presentation Skills F84E 35
313	Organise and coordinate events	Developing the Individual within a Team F870 34 or F86Y 35
314	Use word processing software (IT User)	IT in Business: Word Processing and Presentation Skills F84C34
315	Use spreadsheet software (IT User)	IT in Business: Spreadsheets F84V 34

SVQ Unit No	SVQ Unit title	HNC/D Unit
316	Use website software (IT User)	Optional unit: Publishing on the Internet (D4FB 34)or Internet: Web Development (DF60 35)
317	Use artwork and imaging software	
318	Design and produce documents	IT in Business: Word Processing and Presentation Skills F84C 35
319	Plan and implement innovation and change	Office Management F84D 35 02
320	Develop productive working relationships with colleagues (MSC)	Developing the Individual within a Team F870 34 or F86Y 35
321	Provide leadership for your team (MSC)	Developing the Individual within a Team F86Y 35
323	Prepare text from shorthand	Optional unit: Shorthand as a Skills (differing speeds) DE27 34, DE28 35, DE29, 35, DE2A 35, DE2C 35
324	Prepare text from recorded audio instructions	

Specialist units relating to the Prison Service, Court proceedings and Schools are not included in the list above.

Appendix 2.2: SVQ Business and Administration level 4 (G7Y4 24)

SVQ Unit No	SVQ Unit title	HNC/D Unit/Outcome
	Mandatory Core (2 Credits)	
401	Carry out your responsibilities at work	Relevant content throughout the awards
402	Work within your business environment	Relevant content throughout the awards
	Group A (0 to 1 Credits)	
305	Manage and evaluate customer relations	Optional unit: Creating a culture of customer care DJ42 34
310	Research, analyse and report information	Communication: Analysing and Presenting Complex Information DE3N 34
	Group B (3 to 4 Credits)	
403	Manage an office facility	Office Management F84D 35
404	Manage contracts	
405	Negotiate and agree budgets	Office Management F84D 35 and optional units: Business Accounting DE39 34 and Preparing Financial Forecasts DE3J 35
406	Monitor and review the implementation of corporation objectives, strategies and policies	Office Management F84 35 01
407	Inform and facilitate corporate decision-making	
408	Evaluate internal and external factors and promotion of partnership working	
409	Manage risk	
410	Create and manage information systems	IT in Business: Advanced Databases F848 35
411	Manage projects	ICT in Business F84W 35 Developing the Individual within a Team F870 34 or F86Y 35
412	Chair meetings	Communication: Analysing and Presenting Complex Information DE3N 34 Developing the Individual within a Team F870 34 or F86Y 35
413	Promote innovation and change	Office Management F84D 35 02
414	Develop productive working relationships with colleagues and stakeholders (MSC)	Developing the Individual within a Team F870 34 or F86Y 35
415	Allocate and monitor progress and quality of work in your area of responsibility (MSC)	Office Management F84D 35 Developing the Individual within a Team F86Y 35
416	Recruit, select and keep colleagues (MS)	Office Management F84D 35 03 Recruitment, Selection and Induction DN74 34
417	Provide learning opportunities for colleagues (MSC)	Office Management F84D 35 04 Learning and Development: An Introduction DN3H 34 Training and Developing the Workforce A6HC 34
418	Provide leadership for your area of responsibility (MSC)	Developing the Individual within a Team F86Y 35 Office Management F84D 35

Appendix 3: **Core Skills Certification and Signposting within Mandatory Units**

S = signposting E = embedded (certificated)	Communication		ICT		Numeracy		Problem Solving			Working with Others	
(1st year) HNC units	Oral	Written	Provide info	Access info	Using number	Graphical	Critical Thinking	Planning Organising	Reviewing Evaluating	Working Co-operat	Reviewing Co-operat
IT in Business: WPPA (F84C 34)		S 5	S 6	S 6			S 6	E 6	S 6		
IT in Business: Spreadsheets (F84V 34)			S 5	S 5	E 5	E 5	E 5	S 5	S 5		
IT in Business: Databases (F84X 34)			E 6	E 6			E 6	E 6	E 6		
Office Administration (F7JA 34)	S 6	S 6									
Office Technologies (F7J9 34)		S 6	E5	E5			E 5				
Recording Financial Transactions (F847 33)					S 5						
Communication: Analyse and Presenting Complex Communication (DE3N 34)	E6	E6									
Personal Development Panning (DE3R 34)							S6	S 6	S 6		
Administration and IT: Graded Unit 1 (F8KW 34)											
(2nd year) HND units											
IT in Business: Advanced Databases (F848 35)		S 6	E 6	E 6			**S6**				
IT in Business: Advanced WP (F84A 35)		S 5		S 6			E6	S 6			
IT in Business: Advanced Spreadsheets (F849 35)			S 6		E 6	E 6	E 6	S 6			
Office Management (F84D 35)	S 6	S 6					E 6	S 6	S 6		
Presentation Skills (F84E 35)	S 6	S 6	S 5	S 5			E 6	E 6	E 6		
Developing the Individual Within a Team (level 7) (F870 34)										E6	E6
Developing the Individual Within a Team (level 8) (F86Y 34)										E6	E6
ICT in Business (F84W 35)		S 6	S 6	S 6			S 6	S 6			
Administration and IT: Graded Unit 2 (F8KX 34)											
Administration and IT: Graded Unit 3 (F8KY 34)	S 6	S 6					E 6	E 6	E 6		

Appendix 4:   Unit by Unit credit transfer guidance

New Unit code	New Unit title	Old Unit code	Old Unit title	Transition arrangements
HNC and HND (Year 1) Administration and Information Technology Mandatory Units				
F7JA 34	Office Administration	DE1P 34	Office Administration	Candidates need to complete new Outcome 2. If candidates hold previous Unit (DE1P 34) **AND** one of the three DSPE Units (DF4D 33 or DF4E 34 or DF4F 35) full credit transfer can be awarded as stress management content will be covered.
F7J9 34	Office Technologies	DE1R 34	Office Technologies	Full credit transfer
F847 33	Recording Financial Transactions	DP9F 33	Recording Financial Transactions	Full credit transfer
DE3N 34	Communication: Analysing and Presenting Complex Communication	DE3N 34	Communication: Analysing and Presenting Complex Communication	No change to Unit.
F84C 34	IT in Business: Word Processing and Presentation Applications	DE1L 34	IT in Business: Word Processing and Presentation Applications	Full credit transfer
F84V 34	IT in Business: Spreadsheets	DE1M 34	IT in Business: Spreadsheets	Full credit transfer
F84X 34	IT in Business: Databases	DE1N 34	IT in Business: Databases	Full credit transfer
DE3R 34	Personal Development Planning	DF4E 34 DF4F 35	Developing Skills for Personal Effectiveness	Full credit transfer ***No automatic credit transfer is available for Developing Skills for Personal Effectiveness at SCQF level 6 (DF4D 33)**

New Unit code	New Unit title	Old Unit code	Old Unit title	Transition arrangements
HND (Year 2) Administration and Information Technology Mandatory Units				
F848 35	IT in Business: Advanced Databases	DE1W 34	IT in Business: Advanced Databases	Full credit transfer
F84A 35	IT in Business Advanced Word Processing	DE2G 35	IT in Business Advanced Word Processing	Full credit transfer
F849 35	IT in Business: Advanced Spreadsheets	DE1V 35	IT in Business: Advanced Spreadsheets	Full credit transfer
F84D 35	Office Management	DE1X 35	Office Management	Full credit transfer
F84E 35	Presentation Skills	DE20 335	Presentation Skills	Full credit transfer
F870 34	Developing the Individual within a Team	DF45 34	Developing the Individual within a Team	Full credit transfer
F86Y 35	Developing the Individual within a Team	DF46 35	Developing the Individual within a Team	Full credit transfer
F84W 35	Information and Communication Technology in Business	DE1Y 35 **and** D76J 35	Business Information Management Project Management	Full credit transfer
F8KW 34	Administration and Information Technology: Graded Unit 1	DE1T 34	Administration and Information Technology: Graded Unit 1	Full credit transfer
F8KX 35	Administration and Information Technology: Graded Unit 2	DE22 35	Administration and Information Technology: Graded Unit 2	Full credit transfer
F8KY 35	Administration and Information Technology: Graded Unit 3	DE23 35	Administration and Information Technology: Graded Unit 3	Full credit transfer

Note — Credit Transfer is a decision for centres and can be given where there is broad equivalence between the subject-related content of the Units, ie the Knowledge and/or Skills have not changed, or are covered in the Unit for which credit is being awarded. Centres should give some consideration to currency of achievement when awarding credit transfer.

The guidance above has been written and vetted by SQA External Verifiers.

Appendix 5:   Suggested Delivery and Assessment Strategies

Appendix 5.1 Suggested HNC Delivery and Assessment Timelines for Mandatory Units

Cluster	Unit Code and Abbreviated Title	Delivery/Assessment
5 x HN credits Delivered and assessed across 2 semesters	DE3N 34 Comms F7JA 34 OA F7J9 34 OT F84C 34 ITiB: WPPA	DELIVERY: Candidates learn about conventions, format and layout of documents and are then expected to use them (WPPA 01/02, Comms 01/02). Candidates need to research, select information and present recommendations relating to core administrative activities, consider the use of equipment/software for these activities and the various issues relating to their application, these can be achieved using internet and books — the subject matter can be researched by candidates and they can develop critical thinking skills relating to purpose, validity, reliability etc of sources of information. ASSESSMENT: Candidates may present their research notes, analysis of texts and produce a report giving details of their findings. (Comms 01/02, OA 01/02/03, OT 01/02/03, WPPA 01) DELIVERY: Practice participating in meetings as part of the learning process and producing action plans and minutes to record learning points/evidence, topics for these meetings could include: Issues to consider when installing new equipment/software. Impact of new working practices on individuals (ie stress, symptoms, strategies (link to communication, training etc) - Legislation for the administrative function - Contributions could be made using presentation software - Candidates may gather research and hold a meeting with other candidates to clarify their thinking ASSESSMENT: Documentation to support meetings is required as part of 01 WPPA, and 03 Comms; the outcomes of meetings may be further presented in a multi-page document in report style that will cover a good range of evidence for 01 WPPA and 02 Comms whilst the content of such a document may provide appropriate evidence for OA 01/02 and/or 01 OT — an emphasis on communication skills development should be supported throughout. (Comms 02/03, OA 01/02, OT 01, WPPA 03/04)

Cluster	Unit Code and Abbreviated Title	Delivery/Assessment
2 x HN credits Delivered and assessed within first semester	F84V 34 ITiB: SS F847 33 RFT	DELIVERY: Both are number based. When candidates learn how to use spreadsheets they often have to be introduced to business financial documents. If these two units are combined then candidates can learn about the various financial books, their purposes and how spreadsheets can support accounting and bookkeeping ie increased accuracy through the use of formulae; 3-d referencing, use of comments, macros and security features etc. Candidates can learn how to design the various financial books and how they are used. ASSESSMENT: SS01 could be in 2 parts: part one creating the various day books, petty cash and cashbooks (RFT 01), ledgers and creating a trial balance (RFT 02) and creating a VAT return document (RFT 03) (the RFT states candidates should be provided with day books, cashbooks, ledgers and VAT pro formas — this would be an excellent alternative that enhances the candidates learning). This part could include creation and application of a macro, cell formatting and application of security features, comments etc. No figures, formulae or functions would be added at this stage. The various components of the SS 01 do not need to be completed in one sitting — the evidence requirements are much more flexible, and candidates could apply the relevant data on another occasion. Part two- each outcome of RFT would be completed under closed book controlled conditions — candidates will add the relevant data, formulae and functions and seek to produce appropriate responses. (SS01 and RFT01, 02 and 03) DELIVERY: The last two outcomes of ITiB: SS may be delivered and assessed together. They are both about summarising data to allow interpretation of information. Candidates could be provided with a number of case studies. For outcome 2 they would learn how to create charts to enable analysis of numbers showing trends, comparisons etc. For outcome 3, using some simple statistical data, candidates learn how to collate and summarise data into meaningful formats, again to allow the identification of trends, comparisons, the unexpected etc. ASSESSMENT: Integrated assessment based on a case study, or if candidates are working in an office environment, they may gather evidence requirements and collate a portfolio of evidence. (SS: 02/03)

Cluster	Unit Code and Abbreviated Title	Delivery/Assessment
1 x HN unit, Delivered in Semester 2	F84X 34 ITiB: Databases	DELIVERY: Database is different to other software applications although it does use common principles if used as part of a suite of software. This unit would be best delivered in the later part of the award allowing candidates to develop confidence in using ICT. Also candidates may benefit from working with existing databases first and learning how to create tables/queries/reports and ways of manipulating data in the various objects before they learn how to design a database. ASSESSMENT: There are a variety of ways in which this unit can be assessed, holistically through one case study. One case study for 01/02 and another one for outcome 3. Outcome 3 could also be assessed before 01/02 if desired.
2 x HN credits	DE3R 34 Personal Development Planning F8KW 34 Graded Unit 1	DELIVERY: If candidates are studying for this award full time, then their focus will be on completing successfully, this will involve analysing their personal skills in relation to study and achievement of personal goals. It may be that the PDP unit is delivered across the whole year. Areas of investigation may include: time keeping, task management, approaches to studying ie note taking, coping with unforeseen circumstances, revision skills, examination techniques etc This could then help candidates analyse more critically their earlier coping strategies, consider how effective they are and try out different ones and identify those that work for them. ASSESSMENT: The PDP unit will be through portfolio evidence gathering, this may be stored electronically or in hard copy. The GU1 will be assessed at the end of the year through closed book controlled conditions. (PDP 01, 02, 03 and GU1)
	Optional Units may be integrated within the appropriate clusters or delivered independently	

Key:

0 = Outcome
GU = Graded Unit

SEMESTER ONE		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
OFFICE ADMINISTRATION)																01			
OFFICE TECHNOLOGIES) 3 hrs																			
COMMS)																01			
ITiB: WPPA) 2 hrs																			
ITiB: SS) 4 hrs						01a					01b					02/3		01c	
RFT)							01				02							03	
PDP) 1 hr														01					

SEMESTER TWO		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
OFFICE ADMINISTRATION)									02									03	
OFFICE TECHNOLOGIES) 3 hrs			01													02/03			
COMMS)			03								02								
ITiB: WPPA) 2 hrs			03/4						01							02			
ITiB: DTB) 2 hrs							03										01/02	01/02	
PDP) 3 hrs													02					03	
GU1)														GU					

Appendix 5.2 Suggested HND Delivery and Assessment Timelines for Mandatory Units

Cluster	Unit Code/Abbreviated Title	Delivery/Assessment
3/2 x HN credits	F84D 35 Office Management 01/02 F84W 35 ICTiB (01) F84A 35 ITiB: Adv WP (01/02) F84D 35 Office Management (03/04) and F870 34 DIWAT or F86Y 35 DIWAT	DELIVERY: ICTiB 01 looks at decision making; OM 01/02 and DIWAT 01/02 may be delivered together, they have many common themes and ITiB: Adv WP 01/02 could be used as a vehicle to apply the skills of leading and organising, managing change and developing interpersonal skills to enable these qualities to be achieved. OM 03/04 and the HR options may also be integrated. Finally DIWAT 03 is a project that has to be completed by a team and then analysed. ASSESSMENT: The assessment may be gathered as a portfolio of evidence comprising: ICTiB 01/OM 01/02 report; 03 documents relating to recruitment and selection and 04 report; DIWAT 01 response to case study, evaluation checklist, 02 response to case study and 03 collection of evidence relating to the team activity. ITiB: Adv WP 01/02 report with appendices of new document templates etc, finally for 03/04 evidence may be collated across a range of documents as and when they are naturally produced and recorded against a checklist to ensure all evidence requirements are met.
1 x HN credit	F849 35 ITiB: Adv SS	DELIVERY: candidates will learn the various software features and develop skills in analysing business problems and identifying the appropriate spreadsheet responses to support the managers in making decisions. ASSESSMENT: Evidence may be collated across a range of documents as and when they are naturally produced and recorded against a checklist to ensure all evidence requirements are met.

Cluster	Unit Code/Abbreviated Title	Delivery/Assessment
5 x HN credits	F84W 35 ICT in Business F84E 35 Presentation Skills F848 35 ITIB: Adv Dtb	DELIVERY: ICTiB 01 knowledge/skills relating to information needs and information systems, together with Adv Dtb builds on the knowledge/skills covered in the HNC database unit. Delivering these outcomes together helps to clarify the characteristics of good business information and how the database management features can support good business information. ASSESSMENT: ICTiB 01 (part relating to info needs) and 01 Adv Database may be assessed together and information needs be discussed in the Adv DtB report. DELIVERY/ASSESSMENT: ICTiB 05 and Presentation Skills build on WPPA 04 and Communications, this should be delivered and assessed together. DELIVERY/ASSESSMENT: ICTiB 03/04 should be delivered and assessed together.
2 x SQA credits	F8KX 35 GU2 F8KY 35 GU3	DELIVERY: Delivery of GU3 is minimal, this unit is intended to be self-driven with support from staff but time needs to be allocated to ensure that there is sufficient access to resources including the assessor. GU2 is about preparing for the exam usually held around week 12/13. To ensure that candidates have the best opportunity for these two graded units all the relevant units should be completed as far as possible and this time should be used to bring together the learning and applying it to a wide variety of case studies. This will enable the candidate to gain confidence in the content and methods of assessment. The remaining time could be used for one final optional module. ASSESSMENT: Will still be completed independently.
	Optional Units may be integrated within the appropriate clusters or delivered independently	

Key:

0 = Outcome
GU = Graded Unit

SEMESTER ONE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Office Management) 2 hrs														01/02				
DIWAT) 1 hr										01								
ITiB: Adv WP) 2 hrs														01/02				03/04
ITiB: Adv SS) 2 hrs																01/02/03		
ICT in Business) 4 hrs				01	02								03/04		05			
ITiB: Adv DtB) 2 hrs																01/02/03		
Presentation Skills) 2 hrs								01							02		03	

SEMESTER TWO	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Office Management) 2 hrs								03								04		
DIWAT) 1 hr																03		
GU2) 3 hrs x 12 weeks												GU						
GU3) 3 hrs x 12 weeks									GU									

Appendix 6: Progression to Higher Education Institutions

HEI	Entry To	From HNC/D	Specific Unit requirements
University of West of Scotland	2nd year BA	HNC	
	3rd year BA	HND	Managing People and Organisations, any units across the following subjects – Marketing, Economics, Law
Glasgow Caledonian University	3rd year BA Management Technology and Enterprise	HND	Graded Units – minimum BBC grades
University of Highlands and Islands	3rd Year of BA (internal articulation) (external articulation)	HND	Economics 1: Micro and Macro Theory Applications
Robert Gordon University	BSc Computer Graphics BA Management	HNC HND	
Aberdeen University	LLB Law	HND	
University of Dundee	BAcc, BIAcc, BFin, BIFin, BSc Bus Man	HNC	
Open University	95 credit points towards a 300 point BA or 360 BA Honours*	HNC	*Towards Open degrees. Credit towards specific named degrees may not be the same.
	200 credit points towards a 300 point BA or 360 BA Honours**	HND	**Towards Open degrees. Credit towards specific named degrees may not be the same.
Napier University			Centre representatives advised that articulation agreements exist with these institutions but could not provide specific details
Heriot Watt University			
University of Stirling			

NB: This data was gathered from Centres and Universities