

Framework – National Certificate in Administration (SCQF level 5)

Mandatory Units

The National Certificate in Administration (SCQF level 5) has nine mandatory Units. Candidates must complete all nine of the mandatory Units listed below in table 1.

Table 1

Code	Unit title	SCQF Level	Credit(s)	Outcomes	What stage is the Unit at?
DM3R 11	Information Technology for Administrators	5	1	<ol style="list-style-type: none"> 1. Use spreadsheets to solve a business problem. 2. Use a flat database to solve a business problem. 3. Use a word processing document to present a solution to a business problem. 	Unit available
TBA	Word Processing	5	1	<ol style="list-style-type: none"> 1. Produce a range of business documents from materials provided. 2. Recall, edit and produce hard copy of business documents as directed. 3. Produce business documents created as a result of a merge between 2 independent files. 	Validated - available from Aug 2009
TBA	Front of Office	5	1	<ol style="list-style-type: none"> 1. Demonstrate knowledge of the procedures for receiving, directing and responding to visitors 2. Demonstrate knowledge of the procedures for processing incoming and making outgoing telephone calls 3. Make effective use of electronic office communication systems 	Validated - available from Aug 2009

				4. Demonstrate knowledge of the procedures involved in maintaining the reception area	
TBA	Central Services	5	1	<ol style="list-style-type: none"> 1. Demonstrate knowledge of the procedures for receiving, directing and responding to visitors 2. Demonstrate knowledge of the procedures for processing incoming and making outgoing telephone calls 3. Make effective use of electronic office communication systems 4. Demonstrate knowledge of the procedures involved in maintaining the reception area 	Validated - available from Aug 2009
TBA	Managing your Time and Resources	5	1	<ol style="list-style-type: none"> 1. Evaluate and improve personal effectiveness 2. Plan and evaluate own work to carry out a routine task 3. Improve time management techniques 	Validated - available from Aug 2009
TBA	Handling Business Documents	5	1	<ol style="list-style-type: none"> 1. Process business documents relating to selling goods and services, either manually or electronically 2. Process business documents relating to purchasing goods and services, either manually or electronically 3. Demonstrate knowledge of Stock Control Systems 	Validated - available from Aug 2009
TBA	Researching & Preparing Presentations	5	1	<ol style="list-style-type: none"> 1. Research information using different techniques for specific need 2. Collate, present and select required information 3. Create a presentation from researched 	Validated - available from Aug 2009

				data for a specific purpose and audience	
TBA	Event Organisation	5	1	<ol style="list-style-type: none"> 1. Working as a member of a team produce an appropriate plan to be used to organise an event. 2. Organise resources for the event while working as a member of a team 3. Contribute to the implementation of the event while working as a member of a team. 4. Review and evaluate own contribution to the event. 	Validated - available from Aug 2009
F3GB 11	Communication	5	1	See Unit Specification on SQA website	Unit available

Optional Units

In addition to the nine mandatory Units, candidates must complete a further three credits from the following options:

Option A (minimum 0, maximum 3)

Code	Unit title	SCQF Level	Credit(s)	Outcomes	What stage is the Unit at?
TBA	Spreadsheets for Administrators	6	1	<ol style="list-style-type: none">1. Construct a spreadsheet to clarify an administrative situation2. Perform complex analysis of the administrative situation and provide solutions3. Use a range of spreadsheet facilities	Validated - available from Aug 2009
TBA	Word Processing	4	1	<ol style="list-style-type: none">1. Produce tabulated statements.2. Produce business documents.3. Recall, edit and produce hard copy of business documents as directed.	Validated - available from Aug 2009
TBA	Word Processing	6	1	<ol style="list-style-type: none">1. Research, compose and produce business correspondence which conveys information to recipient(s) in response to queries2. Research and produce business documents from an in-tray.	Validated - available from Aug 2009
TBA	Medical - Word Processing	4	1	TBA	Writing in progress

TBA	Medical - Word Processing	5	1	TBA	Writing in progress
TBA	Legal - Word Processing	4	1	TBA	Writing in progress
TBA	Legal - Word Processing	5	1	TBA	Writing in progress
TBA	Skills Development for Administrators	5	1	<ol style="list-style-type: none"> 1. Transcribe a variety of information using a keyboard within deadlines set 2. Demonstrate appropriate file management techniques 3. Research information and create a range of documents, integrating information from other software applications. 	Validated - available from Aug 2009
X214 12	Higher Administration	6	1	External Assessment	Unit available
DM3P 12	Administrative Services	6	1	<ol style="list-style-type: none"> 1. Explain strategies which can be employed to ensure effectiveness in the workplace. 2. Describe the impact of changing working practices on the modern working environment. 3. Describe the procedures and processes involved in recruiting, developing and supporting staff. 4. Explain how formal meetings are planned, conducted and supported. 5. Explain the importance of providing effective customer 	Unit available

				service.	
DM3V 12	Information Technology for Management	6	2	<ol style="list-style-type: none"> 1. Explain the role of information in decision making. 2. Describe the impact of ICT on workflow, working practices and management and security of information. 3. Use ICT to solve business problems, and communicate and present solutions. 	Unit available
D16D 11	Computer Application Package (Database): Practitioners	5	1	<ol style="list-style-type: none"> 1. Use the basic facilities of a database package. 2. Produce a database model to a given specification. 3. Interrogate a database to extract specified information. 4. Output information to specified destinations. 	Unit available

Option B (minimum 0, maximum 3)

Code	Unit title	SCQF Level	Credit(s)	Outcomes	What stage is the Unit at?
TBA	Shorthand: An Introduction	5	1	<ol style="list-style-type: none"> 1. Use a recognised shorthand system and demonstrate a basic understanding of the principles and rules of the system. 2. Use a recognised shorthand system to produce a simple document from shorthand notes. 	Validated - available from Aug 2009
TBA	Shorthand: Speed Development 1 (50 wpm)	5	1	<ol style="list-style-type: none"> 1. Produce documents from dictated material 	Validated - available from Aug 2009
TBA	Shorthand: Speed Development 2 (60 wpm)	5	1	<ol style="list-style-type: none"> 1. Produce documents from dictated material 	Validated - available from Aug 2009
TBA	Audio: An Introduction	4	1	<ol style="list-style-type: none"> 1. Produce business documents from recorded instructions 2. Produce mailable copy of approximately 300 words in a 45 minute working period. 	Validated - available from Aug 2009
TBA	Audio: Intermediate	5	1	<ol style="list-style-type: none"> 1. Produce business documents from recorded instructions; 2. Produce mailable copy of approximately 600 words in a 1 hour 15 minute working period. 	Validated - available from Aug 2009
TBA	Medical - Audio	4	1	TBA	Writing in progress
TBA	Medical - Audio	5	1	TBA	Writing in

					progress
TBA	Legal - Audio	5	1	TBA	Writing in progress
TBA	Legal - Audio	5	1	TBA	Writing in progress

Option C (minimum 0, maximum 3)

Code	Unit title	SCQF Level	Credit(s)	Outcomes	What stage is the Unit at?
F3GF 11	Numeracy	5	1	See Unit Specification on SQA website	Unit available
F3GB 12	Communication	6	1	See Unit Specification on SQA website	Unit available
D0W0 11	Recording Cash Data	5	1	<ol style="list-style-type: none"> 1. Organise source documents for processing; 2. Record receipts in the primary accounting records; 3. Record payments in the primary accounting records; 4. Record petty cash transactions in the primary accounting records. 	Unit available
TBA	Human Resources: Administration	6	1	<ol style="list-style-type: none"> 1. Identify the importance of effective human resource management to organisations 2. Explain the practices and procedures suitable for effective recruitment and selection 3. Explain the practices and procedures involved in 	Validated - available from Aug 2009

				developing and supporting staff	
D36H 11	Work Experience	5	1	<ol style="list-style-type: none"> 1. Devise and arrange a work experience placement in relation to personal development goals. 2. Undertake a programme of work experience. 3. Initiate and sustain working relationships in the analysis, planning and implementation of a work experience. 4. Evaluate the contribution of the work experience to own personal, social and vocational development. 	Unit available
F393 11	Developing Skills for Employment	5	1	<ol style="list-style-type: none"> 1. Review current skills and attitudes relevant to working in a business environment. 2. Produce a curriculum vitae for a specific job role in a business setting. 3. Participate in an interview for the specified job role. 4. Evaluate own skills and attitudes relevant to working in the business environment. 	Unit available
D0X9 11	Medical Terminology: An Introduction	5	1	<ol style="list-style-type: none"> 1. Use an extensive medical vocabulary within the context of body systems; 2. Define common terms, abbreviations, drug classifications and name 	Unit available

				<ul style="list-style-type: none"> 3. instruments related to pathological conditions, diagnoses and treatments; 4. Pronounce medical terms. 	
TBC	Medical Reception and Records	5	1	<ul style="list-style-type: none"> 1. Explain the role and composition of the health care team; 2. Explain the role and function of supporting organisations; 3. Apply medical ethics and organisational protocols in a range of work situations; 4. Undertake a range of reception duties associated with general medical practice; 5. Maintain hospital patient records, operate appointment, patient care and follow up systems. 	Unit available
F392 11	Contract Law: An Introduction	5	1	<ul style="list-style-type: none"> 1. Apply the main concepts of contract law to specific business situations. 2. Apply the main consumer rights to specific business situations. 	Unit available

Option D (minimum 0, maximum 1)

Code	Unit title	SCQF Level	Credit(s)	Outcomes	What stage is the Unit at?
TBA	French for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the specific language. 2. Take part in a job-related discussion or interview in the specific language. 	Validated - available from Aug 2009
TBA	French for work purposes	6	1	<ol style="list-style-type: none"> 1. Produce an extended piece of writing in a vocational context in the specific language. 2. Make a job-related presentation with follow-up discussion in the specific language. 	Validated - available from Aug 2009
TBA	German for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the specific language. 2. Take part in a job-related discussion or interview in the specific language. 	Validated - available from Aug 2009
TBA	German for work purposes	6	1	<ol style="list-style-type: none"> 1. Produce an extended piece of writing in a vocational context in the specific language. 2. Make a job-related presentation with follow-up discussion in the specific language. 	Validated - available from Aug 2009
TBA	Italian for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the specific language. 2. Take part in a job-related 	Validated - available from Aug 2009

				discussion or interview in the specific language.	
TBA	Italian for work purposes	6	1	<ol style="list-style-type: none"> 1. Produce an extended piece of writing in a vocational context in the specific language. 2. Make a job-related presentation with follow-up discussion in the specific language. 	Validated - available from Aug 2009
TBA	Russian for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the specific language. 2. Take part in a job-related discussion or interview in the specific language. 	Validated - available from Aug 2009
TBA	Russian for work purposes	6	1	<ol style="list-style-type: none"> 1. Produce an extended piece of writing in a vocational context in the specific language. 2. Make a job-related presentation with follow-up discussion in the specific language. 	Validated - available from Aug 2009
TBA	Spanish for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the specific language. 2. Take part in a job-related discussion or interview in the specific language. 	Validated - available from Aug 2009
TBA	Urdu for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the specific language. 2. Take part in a job-related discussion or interview in the specific language. 	Validated - available from Aug 2009

TBA	Urdu for work purposes	6	1	<ol style="list-style-type: none"> 1. Produce an extended piece of writing in a vocational context in the specific language. 2. Make a job-related presentation with follow-up discussion in the specific language. 	Validated - available from Aug 2009
TBA	Gaelic (Learners) for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the specific language. 2. Take part in a job-related discussion or interview in the specific language. 	Validated - available from Aug 2009
TBA	Cantonese for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the specific language. 2. Take part in a job-related discussion or interview in the specific language. 	Validated - available from Aug 2009
TBA	Cantonese for work purposes	6	1	<ol style="list-style-type: none"> 1. Produce an extended piece of writing in a vocational context in the specific language. 2. Make a job-related presentation with follow-up discussion in the specific language. 	Validated - available from Aug 2009
TBA	Mandarin for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the specific language. 2. Take part in a job-related discussion or interview in the specific language. 	Validated - available from Aug 2009
TBA	Polish for work purposes	5	1	<ol style="list-style-type: none"> 1. Write a report about a job or an application for a job in the 	Validated - available from

				<p>specific language.</p> <p>2. Take part in a job-related discussion or interview in the specific language.</p>	Aug 2009
TBA	Polish for work purposes	6	1	<p>1. Produce an extended piece of writing in a vocational context in the specific language.</p> <p>2. Make a job-related presentation with follow-up discussion in the specific language.</p>	Validated - available from Aug 2009
F2VK 33	ESOL : Basic operational reading and writing skills	6	1	<p>1. Read documents written in the target language on work-related topics and/or social topics.</p> <p>2. Compose standard documents in the target language in work-related or social contexts.</p>	Unit available
F2VJ 33	ESOL : Basic operational speaking and listening skills	6	1	<p>1. Convey and exchange information orally in a range of work-related and/or social contexts with speakers of the target language.</p> <p>2. Understand spoken language relating to a range of work-related and/or social contexts to obtain information.</p>	Unit available
F1J0 40	ESOL: Developing basic listening and speaking skills	5	1	<p>1. Understand a routine spoken text.</p> <p>2. Communicate orally using routine language.</p>	Unit available
F1J1 40	ESOL: Developing basic reading and writing skills	5	1	<p>1. Understand a routine written text.</p> <p>2. Compose a simple routine</p>	Unit available

				written text.	
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