



**Group Award Specification for:
SQA Advanced Certificate in Administration and
Information Technology**

Group Award code — GT08 47

**SQA Advanced Diploma in Administration and
Information Technology**

Group Award code — GT09 48

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1 Introduction

This document was previously known as the Arrangements Document. The purpose of this document is to:

- ◆ assist centres to implement, deliver, and manage the qualification
- ◆ provide a guide for new staff involved in offering the qualification
- ◆ inform course managers, teaching staff, assessors, learners, employers, and higher education institutions of the aims and purpose of the qualification
- ◆ provide details of the range of learners that the qualification is suitable for and the progression opportunities

1.1 Target groups

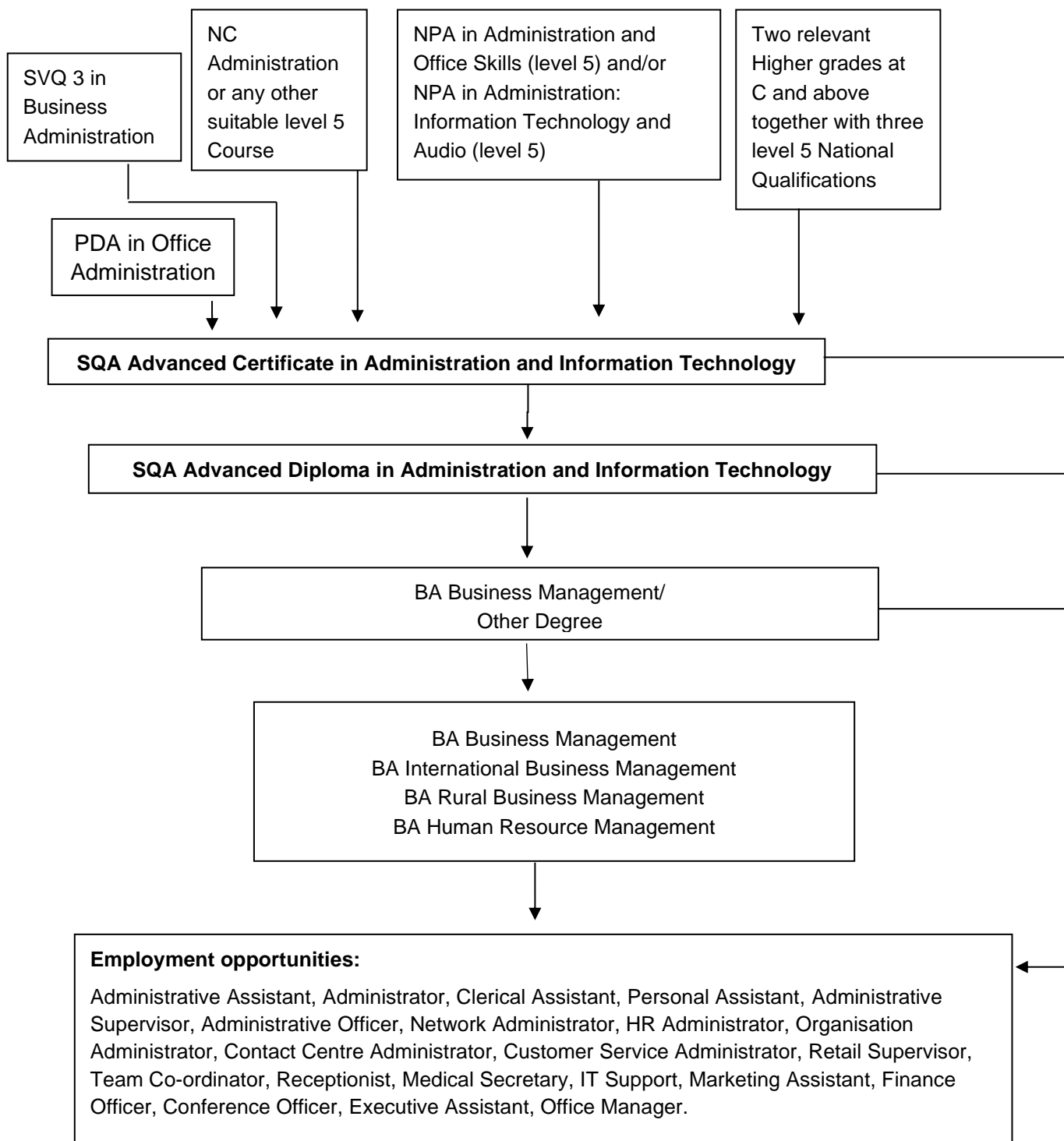
These awards are appropriate for learners who have an interest in a career in Administration at any level. The SQA Advanced Certificate in Administration and Information Technology award is predominantly skills focused and provides learners with a broad foundation of skills and knowledge to prepare learners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

Learners 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

1.2 Qualification progression pathway

As with all SQA qualifications, access will be at the discretion of the centre and the noted entry requirements are for guidance only:



1.3 Employment opportunities

The SQA Advanced Certificate and SQA Advanced Diploma in Administration and Information Technology provide the skills and knowledge demanded in a modern administrative environment. They allow for progression to employment of a general administrative nature. The combination of mandatory and optional units provide the range of knowledge and skills required within small to medium sized enterprises, with more specialist skills and knowledge typically demanded by larger organisations.

Consultation established that employers use these qualifications 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.

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

- ◆ Finance
- ◆ Health Care
- ◆ Hospitality
- ◆ HR
- ◆ IT
- ◆ Marketing
- ◆ Public Sector
- ◆ Retail
- ◆ Voluntary sector/Charity

Posts in these areas include:

- ◆ Administrative Assistant
- ◆ Administrator
- ◆ Clerical Assistant
- ◆ Personal Assistant
- ◆ Executive Assistant
- ◆ Administrative Supervisor
- ◆ Network Administrator
- ◆ HR Administrator
- ◆ Organisation Administrator
- ◆ Contact Centre Administrator
- ◆ Customer Service Administrator
- ◆ Team Co-ordinator
- ◆ Receptionist
- ◆ Medical Secretary
- ◆ Retail Supervisor
- ◆ IT Support
- ◆ Marketing Assistant
- ◆ Finance Officer
- ◆ Conference Officer
- ◆ Office Manager

1.4 Professional bodies

Graduates of the SQA Advanced Certificate and SQA Advanced Diploma in Administration and Information Technology are eligible for Member grade membership of the Institute of Administrative Management (MInstAM). For more information see www.instam.org.

2 Qualifications structure

Structure of SQA Advanced Certificate

Learners will be awarded an SQA Advanced Certificate in Administration and Information Technology on successful completion of all the units in the mandatory section and an appropriate combination of optional units up to a total of 96 SCQF credit points. The SQA Advanced Design Principles require an SQA Advanced Certificate group award to incorporate at least 48 SCQF credit points at SCQF level 7.

The SQA Advanced Certificate in Administration and Information Technology mandatory section comprises 72 SCQF credit points at level 7 and 8 SCQF credit points at level 6. Learners must complete an additional 16 SCQF credit points from the optional section with no restrictions on the SCQF level from which to draw these credit points.

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

2.1 Structure

Mandatory units (10 SQA Advanced credits needed)

4 code	2 code	Unit title	SQA Advanced credit	SCQF credit points	SCQF level
HP6G	47	IT in Business: Word Processing and Presentation Applications	2	16	7
HP78	47	IT in Business: Spreadsheets	1	8	7
HP6C	47	IT in Business: Databases	1	8	7
HP69	47	Office Administration	1	8	7
HP0M	47	Digital Technologies for Administrators	1	8	7
HP6F	46	Recording Financial Transactions	1	8	6
HP6M	47	Personal Development Planning	1	8	7
HP75	47	Communication: Business Communication	1	8	7
J5B1	47	Administration and Information Technology: Graded Unit 1	1	8	7

Optional units (2 SQA Advanced credits needed)

4 code	2 code	Unit title	SQA Advanced credit	SCQF credit points	SCQF level
Administration and Technology					
J3NL	46	IT in Business: Word Processing, Spreadsheets and Databases: An Introduction	1	8	6
HP0J	47	IT in Business: Desktop Publishing	1	8	7
HP0N	48	IT in Business: Advanced Word Processing	1	8	8
HP0H	48	IT in Business: Advanced Spreadsheets	1	8	8
HP0G	48	IT in Business: Advanced Databases	1	8	8
HP7A	48	Information and Communication Technology in Business	2	16	8
HP79	48	Presentation Skills	1	8	8
HP6A	48	Office Management	2	16	8
J5AT	46	Administrative Procedures	1	8	6
J5AR	48	Administrative Management: Personal Skills	2	16	8
J5AS	48	Managing Administrative Services	2	16	8
J5AK	47	Shorthand as a Skill (Introductory) (60 wpm)	2	16	7
J5AL	48	Shorthand as a Skill (Speed Development 1) (70 wpm)	1	8	8
J5AM	48	Shorthand as a Skill (Speed Development 2) (80 wpm)	1	8	8
J5AN	48	Shorthand as a Skill (Speed Development 3) (90 wpm)	1	8	8
HR5T	47	Publishing on the Internet	2	16	7
HT5J	47	Web Design: An Introduction	1	8	7
HR81	47	Digital Culture: Online Communication	1	8	7
HR3C	47	Visual Communication: Social Media	1	8	7
J1GN	47	Social Media	7	8	1
J1GP	48	Social Media for Business	8	8	1
HR13 or HP3C	47 48	Developing the Individual within a Team Developing the Individual within a Team	1 1	8 8	7 8
Business and Management					
J4DK	47	Managing People and Organisations	2	16	7
HP6R	48	Business Culture and Strategy	2	16	7
J1E5	48	Behavioural Skills for Business	1	8	8
J45Y	47	Statistics for Business	1	8	7
J461	47	Economic Issues: An Introduction	1	8	7

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J5AX	48	Economics: Micro and Macro Theory and Application	1	8	8
J5AY	48	Economics: The World Economy	1	8	8
HR58	47	Introduction to Operations Management	1	8	7
HV2C	47	Management: Leadership at Work	1	8	7
J1NG	47	Managing and Working with People	2	16	7
J1NB	47	Research Skills	1	8	7
HR0W	47	Project Management: An Introduction	1	8	7
HR0T	48	Project Management: Managing the Implementation of a Project	2	16	8
HT3D	47	Conferences: An Introduction	1	8	7
HV7H	47	Organising an Event	2	16	7
HT3C	48	Managing an Event	2	16	8
HR1A	47	Developing Entrepreneurial Skills	1	8	7
E-Commerce					
HR1T	47	E-commerce: Introduction	1	8	7
HR1V	47	E-commerce: Publishing Websites	2	16	7
Enterprise and Employability					
HR08	47	Employment Experience 1	1	8	7
HP4X	47	Work Placement	1	8	7
HR0X	47	Personal Enterprise Skills	1	8	7
HR19	47	Preparing a Formal Business Plan	2	16	7
HR3E	47	Preparing to Start a Business Plan	1	8	7
Finance and Accounting					
HR10	47	Using Financial Accounting Software	1	8	7
HR17	47	Payroll	1	8	7
HP7K	47	Business Accounting	2	16	7
J5B0	48	Preparing Financial Forecasts	1	8	8
Human Resource Management					
J2FF	47	Recruitment, Selection and Induction	1	8	7
J2FD	47	Human Resource Management: Introduction	1	8	7
HR3A	47	Human Resource Management: Core Activities	2	16	7
J2FE	47	Interviewing: Skills and Practice	1	8	7
Languages					
HR1C	46	Workplace Communication in English	1	8	6
HR1G	47	ESOL for Work: Advanced Operational	3	24	7
HR22	46	French for Work: Basic Operational	3	24	6
HR21	46	German for Work: Basic Operational	3	24	6
HR24	46	German for Work: Intermediate Operational	3	24	6
HR28	47	German for Work: Advanced Operational	3	24	7
HR20	46	Italian for Work: Basic Operational	3	24	6
HR1Y	46	Spanish for Work: Basic Operational	3	24	6

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HR26	46	Spanish for Work: Intermediate Operational	3	24	6
Legal					
J5AW	47	Business Law: An Introduction	1	8	7
HP6X	47	Business Contractual Relationships	1	8	7
HR39	47	Individual Employment Relations: Law	1	8	7
J5AP	47	Legal Secretarial Practice	1	8	7
Marketing					
HR3D	47	Customer Care	1	8	6
HP73	47	Creating A Culture of Customer Care	1	8	7
HP6N	47	Marketing: An Introduction	1	8	7
HP76	47	International Marketing: An Introduction	1	8	7
HR33	47	Digital Marketing Communications: An Introduction	1	8	7
Medical					
HX5F	47	Medical Terminology for Administration Staff	2	16	7
HX5H	47	Hospital Patient Administration	1	8	7
HX5G	47	GP Medical Administration	1	8	7
J5AV	48	Legal Protection of NHSS Patient Data	1	8	8
Sustainability					
HR1R	47	Sustainable Development	1	8	7
Events					
HT3A	47	Events Industry: An Introduction	2	16	7
HW92	47	Food and Beverage Events	1	8	7
J1PR	47	Events: Principles and Practice of Sustainable Development	1	8	7
J1PS	48	Events: Contemporary Issues and Influences	1	8	8
Tourism					
HV79	47	Structure of the Travel and Tourism Industry	1	8	7
HP57	46	International Tourist Destinations	1	8	6
HV6Y	48	Influences on the Travel and Tourism Industry	1	8	8
HP55	48	Planning and Sustainable Development in Tourism	2	16	8

12 SQA Advanced credits

96 SCQF credits

(A minimum of 72 SCQF credits at SCQF level 7)

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Structure of SQA Advanced Diploma

Learners will be awarded an SQA Advanced Diploma in Administration and Information Technology on successful achievement of all the units in the mandatory section and an appropriate combination of optional units up to a total of 240 SCQF credit points. The SQA Advanced Design Principles require an SQA Advanced Diploma group award to incorporate at least 64 SCQF credit points at SCQF level 8.

The SQA Advanced Diploma in Administration and Information Technology units comprise 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. Learners must complete a further 72 SCQF credit points from the optional section with no restrictions on the SCQF level from which to draw these credit points. This equates to 21 SQA Advanced credits from the mandatory section and 9 SQA Advanced credits from the options.

The qualification framework illustrates the composition of the mandatory and optional parts of the award, and the credit value and level of each unit.

Mandatory units (21 SQA Advanced credits needed)

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
HP6G	47	IT in Business: Word Processing and Presentation Applications	2	16	7
HP78	47	IT in Business: Spreadsheets	1	8	7
HP6C	47	IT in Business: Databases	1	8	7
HP69	47	Office Administration	1	8	7
HP0M	47	Digital Technologies for Administrators	1	8	7
HP6F	46	Recording Financial Transactions	1	8	6
HP6M	47	Personal Development Planning	1	8	7
HP75	47	Communication: Business Communication	1	8	7
HP0N	48	IT in Business: Advanced Word Processing	1	8	8
HP0H	48	IT in Business: Advanced Spreadsheets	1	8	8
HP0G	48	IT in Business: Advanced Databases	1	8	8
HP6A	48	Office Management	2	16	8
HP7A	48	Information and Communication Technology in Business	2	16	8
HP79	48	Presentation Skills	1	8	8
J5B1	47	Administration and Information Technology Graded Unit 1	1	8	7
J5B2	48	Administration and Information Technology Graded Unit 2	1	8	8
J5B3	48	Administration and Information Technology Graded Unit 3	1	8	8

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HR13 or HP3C	47	Developing the Individual within a Team	1	8	7
	48	Developing the Individual within a Team	1	8	8

Optional units (9 credits needed)

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Administration and Technology					
J3NL	46	IT in Business: Word Processing, Spreadsheets and Databases: An Introduction	1	8	6
J5AT	46	Administrative Procedures	1	8	6
HP0J	47	IT in Business: Desktop Publishing	1	8	7
J5AK	47	Shorthand as a Skill(Introductory) (60wpm)	2	16	7
J5AL	48	Shorthand as a Skill (Speed Development 1) (70 wpm)	1	8	8
J5AM	48	Shorthand as a Skill (Speed Development 2) (80 wpm)	1	8	8
J5AN	48	Shorthand as a Skill (Speed Development 3) (90 wpm)	1	8	8
J5AR	48	Administrative Management: Personal Skills	2	16	8
J5AS	48	Managing Administrative Services	2	16	8
HT5J	47	Web Design: An Introduction	1	8	7
HR81	47	Digital Culture: Online Communication	1	8	7
HR3C	47	Visual Communication: Social Media	1	8	7
J1GN	47	Social Media	7	8	1
J1GP	48	Social Media for Business	8	8	1
Business and Management					
J4DK	47	Managing People and Organisations	2	16	7
HP6R	48	Business Culture and Strategy	2	16	7
J1E5	48	Behavioural Skills for Business	1	8	8
J45Y	47	Statistics for Business	1	8	7
J461	47	Economic Issues: An Introduction	1	8	7
J5AX	48	Economics: Micro and Macro Theory and Applications	1	8	8
J5AY	48	Economics: The World Economy	1	8	8
HR58	47	Introduction to Operations Management	1	8	7
HV2C	47	Management: Leadership at Work	1	8	7
J1NG	47	Managing and Working with People	2	16	7
J1NB	47	Research Skills	1	8	7
HR0W	47	Project Management: An Introduction	1	8	7
HR0T	48	Project Management: Managing the Implementation of a Project	2	16	8
HT3D	47	Conferences: An Introduction	1	8	7

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HV7H	47	Organising an Event	2	16	7
HT3C	48	Managing an Event	2	16	8
HR1A	47	Developing Entrepreneurial Skills	1	8	7
E-Commerce					
HR1T	47	E-commerce: Introduction	1	8	7
HR1V	47	E-commerce: Publishing Websites	2	16	7
Enterprise and Employability					
HR08	47	Employment Experience 1	1	8	7
HP4X	47	Work Placement	1	8	7
HR0X	47	Personal Enterprise Skills	1	8	7
HR19	47	Preparing a Formal Business Plan	2	16	7
HR3E	47	Preparing to Start a Business Plan	1	8	7
Finance and Accounting					
HR10	47	Using Financial Accounting Software	1	8	7
HR17	47	Payroll	1	8	7
HP7K	47	Business Accounting	2	16	7
J5B0	48	Preparing Financial Forecasts	1	8	8
Human Resource Management					
J2FF	47	Recruitment, Selection and Induction	1	8	7
J2FD	47	Human Resource Management: Introduction	1	8	7
HR3A	47	Human Resource Management: Core Activities	2	16	7
J2FE	47	Interviewing: Skills and Practice	1	8	7
Languages					
HR1C	46	Workplace Communication in English	1	8	6
HR1G	47	ESOL for Work: Advanced Operational	3	24	7
HR22	46	French for Work: Basic Operational	3	24	6
HR21	46	German for Work: Basic Operational	3	24	6
HR24	46	German for Work: Intermediate Operational	3	24	6
HR28	47	German for Work: Advanced Operational	3	24	7
HR20	46	Italian for Work: Basic Operational	3	24	6
HR1Y	46	Spanish for Work: Basic Operational	3	24	6
HR26	46	Spanish for Work: Intermediate Operational	3	24	6
Legal					
J5AW	47	Business Law: An Introduction	1	8	7
HP6X	47	Business Contractual Relationships	1	8	7
HR39	47	Individual Employment Relations: Law	1	8	7
J5AP	47	Legal Secretarial Practice	1	8	7
Marketing					
HR3D	47	Customer Care	1	8	6
HP73	47	Creating a Culture of Customer Care	1	8	7
HP6N	47	Marketing: An Introduction	1	8	7
HP76	47	International Marketing: In Introduction	1	8	7

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HR33	47	Digital Marketing Communications: An Introduction	1	8	7
Medical					
HX5F	47	Medical Terminology for Administration Staff	2	16	7
HX5H	47	Hospital Patient Administration	1	8	7
HX5G	47	GP Medical Administration	1	8	7
J5AV	48	Legal Protection of NHSS Patient Data	1	8	8
Sustainability					
HR1R	47	Sustainable Development	1	8	7
Events					
HT3A	47	Events Industry: An Introduction	2	16	7
HW92	47	Food and Beverage Events	1	8	7
J1PR	47	Events: Principles and Practice of Sustainable Development	1	8	7
J1PS	48	Events: Contemporary Issues and Influences	1	8	8
Tourism					
HV79	47	Structure of the Travel and Tourism Industry	1	8	7
HP57	46	International Tourist Destinations	1	8	6
HV6Y	48	Influences on the Travel and Tourism Industry	1	8	8
HP55	48	Planning and Sustainable Development in Tourism	2	16	8

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

3 Aims of the qualifications

3.1 General aims of the qualifications

The general aims for these awards are to:

- A develop learners' knowledge and skills in planning, implementing, analysing and evaluating
- B develop vocational skills related to the National Occupational Standards or other professional body requirements therefore enhancing learners' 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 qualifications

3.2.1 Aims of the SQA Advanced Certificate

The specific aims of SQA Advanced Certificate in 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 SQA Advanced Diploma 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 SQA Advanced Diploma

In addition to those above, the specific aims of the SQA Advanced Diploma in 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 learners for employment in an administrative role
- 4 prepare learners 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 SQA Advanced Certificate and SQA Advanced Diploma

The aims of the award are met within the mandatory units. Two tables, one for the SQA Advanced Certificate and one for the SQA Advanced Diploma, illustrating where the individual aims are met within each unit are provided in Section 5.1.

3.3 Graded units

3.3.1 Graded unit information

The purpose of the graded units is to assess the learner's ability to retain and integrate the knowledge and/or skills gained in specified mandatory units; to assess that the learner has met the principal aims of the group award and to grade the learner's achievement. A graded unit is assessed and a grade of A, B or C awarded to learners who successfully achieve the unit.

Learners will undertake a one credit graded unit at SCQF level 7 in the SQA Advanced Certificate/1st year SQA Advanced Diploma, and a further two credit graded unit at SCQF level 8 in the second year of the SQA Advanced Diploma Group Award.

The graded units take the form of:

- J5B1 47 *Administration and Information Technology: Graded Unit 1*
(Closed-book examination at SCQF level 7)
- J5B2 48 *Administration and Information Technology: Graded Unit 2*
(Closed-book examination at SCQF level 8)
- J5B3 48 *Administration and Information Technology: Graded Unit 3*
(Project based on a case study at SCQF level 8)

3.3.2 Administration and Information Technology: Graded Unit 1

Administration and Information Technology: Graded Unit 1 (J5B1 47) is assessed by timed, closed-book examination. It consists of an examination of three hours, comprising two question papers — an objective response question paper (Paper 1) and an extended response question paper (Paper 2). The two papers constitute a single assessment event, however a break may be scheduled between them. If a learner does not pass either paper; or wishes to upgrade; they must re-sit both papers.

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 learners should have completed or be in the process of completing the following units relating to these specific aims prior to undertaking this graded unit:

- HP69 47 *Office Administration*
- HP6G 47 *IT in Business: Word Processing and Presentation Applications*
- HP0M 47 *Digital Technologies for Administrators*

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HP6C 47 *IT in Business: Databases*

HP78 47 *IT in Business: Spreadsheets*

An assessment support pack has 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 learners have covered the topics which will be assessed within this graded unit.

3.3.3 Administration and Information Technology: Graded Unit 2

Administration and Information Technology: Graded Unit 2 (J5B2 48) is a timed, closed-book examination. It consists of a written examination of three hours — comprising two question papers — a restricted response question paper (Paper 1) and an extended response question paper (Paper 2). The two papers constitute a single assessment event; however a break may be scheduled between them. If a learner does not pass either paper; or wishes to upgrade; they must re-sit both papers.

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 assessment support pack has been produced to indicate the national standard of achievement required at SCQF level 8.

It is recommended that learners have completed, or be in the process of completing, the following units relating to these specific aims prior to undertaking this graded unit:

HP0N 48	<i>IT in Business — Advanced Word Processing</i>
HP0H 48	<i>IT in Business — Advanced Spreadsheets</i>
HP0G 48	<i>IT in Business — Advanced Databases</i>
HP6A 48	<i>Office Management</i>
HP7A 48	<i>Information and Communication Technology in Business</i>
HP79 48	<i>Presentation Skills</i>
HR13 47 or HP3C 48	<i>Developing the Individual within a Team</i>

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

Paper 1 requires restricted responses to ten questions. Paper 2 presents a case study and learners produce essay-type responses to four out of five questions.

3.3.4 Administration and Information Technology: Graded Unit 3

Administration and Information Technology: Graded Unit 3 (J5B3 48) is assessed by the use of a project based on a case study.

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It is recommended that learners have completed, or be in the process of completing, the following units relating to the above specific aims prior to undertaking this graded unit:

HP6A 48	<i>Office Management</i>
HP7A 48	<i>Information and Communication Technology in Business</i>
HP79 48	<i>Presentation Skills</i>
HP0N 48	<i>IT in Business: Advanced Word Processing</i>
HP0H 48	<i>IT in Business: Advanced Spreadsheets</i>
HP0G 48	<i>IT in Business: Advanced Databases</i>
HR13 47 or HP3C 48	<i>Developing the Individual within a Team</i>

Learners 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. Learners 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.

4 Recommended entry to the qualifications

Entry to this qualification is at the discretion of the centre. The following information on prior knowledge, skills, experience, or qualifications that provide suitable preparation for this qualification has been provided by the Qualification Design Team as guidance only.

Learners would benefit from having attained the skills, knowledge, and understanding required by one or more of the following or equivalent qualifications and/or experience:

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

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

Entry to Year 2 SQA Advanced Diploma

In order to achieve the SQA Advanced Diploma in Administration and Information Technology learners must gain a total of 30 SQA Advanced credits from the appropriate parts of the qualification structure. Access to the SQA Advanced Diploma typically varies between a requirement to have a minimum of between 12 and 15 credits, usually including all of the SQA Advanced Certificate in Administration and Information Technology mandatory units.

4.1 Core Skills entry profile

The Core Skill entry profile provides a summary of the associated assessment activities that exemplify why a particular level has been recommended for this qualification. The information would be used to identify whether additional learning support needs should be put in place for learners whose Core Skills profile is below the recommended entry level, or whether learners should be encouraged to do an alternative level or learning programme.

SQA Advanced Certificate/Diploma

Core Skill	Recommended SCQF entry profile	Associated assessment activities
Communication	SCQF level 5	Report writing; Extended Responses; Creating Letters; Evaluation
Numeracy	SCQF level 5	VAT Return; Bank Reconciliation Statement; Trial Balance; SAGE; Spreadsheets: apply statistical and graphical information; cell formulae
Information and communication technology (ICT)	SCQF level 5	WP: Create templates, embedding graphics, mail merge; form design DB: Modify and Store Data; Query and Present Information Business Presentations
Problem solving	SCQF level 5	Designing spreadsheets for application in a business context. Database queries
Working with others	SCQF level 5	Personal Development Planning, Developing the Individual within a Team

5 Additional benefits of the qualification in meeting employer needs

This qualification was designed to meet a specific purpose and what follows are details on how that purpose has been met through mapping of the units to the aims of the qualification. Through meeting the aims, additional value has been achieved by linking the unit standards with those defined in National Occupational Standards and/or trade/professional body requirements. In addition, significant opportunities exist for learners to develop more generic skills, known as Core Skills, through this qualification.

5.1 Mapping of qualification aims to units

SQA Advanced Certificate in Administration and Information Technology (mandatory units)

Code	Unit title	Aims															
		A	B	C	D	E	F	1	2	3	4	5	6	7	8	9	
HP6G 47	IT in Business: Word Processing and Presentation Applications	X	X	X	X	X	X	X	X	X			X	X	X	X	
HP78 47	IT in Business: Spreadsheets	X	X	X		X	X	X	X	X	X		X		X	X	
HP6C 47	IT in Business: Databases	X	X	X		X	X	X	X	X	X		X		X	X	
HP69 47	Office Administration	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
HP0M 47	Digital Technologies for Administrators	X	X	X		X	X	X	X	X	X	X	X	X	X		
HP6F 46	Recording Financial Transactions		X	X			X	X	X	X	X	X	X			X	
HP6M 47	Personal Development Planning	X		X	X		X			X	X	X	X	X	X		
HP75 47	Communication: Business Communication	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
J5B1 47	Administration and Information Technology: Graded Unit 1	X		X	X		X	X	X	X	X	X		X		X	

SQA Advanced Certificate/Diploma

SQA Advanced Diploma in Administration and Information Technology (mandatory units)

All SQA Advanced Certificate mandatory units plus:

Code	Unit title	Aims													
		A	B	C	D	E	F	1	2	3	4	5	6	7	
HP0N 48	IT in Business: Advanced Word Processing	X	X	X	X	X	X	X		X	X	X	X	X	
HP0H 48	IT in Business: Advanced Spreadsheets	X	X	X	X	X	X	X		X	X	X	X	X	
HP0G 48	IT in Business: Advanced Databases	X	X	X	X	X	X	X	X	X	X		X	X	
HP6A 48	Office Management	X	X	X	X	X	X		X	X	X	X	X	X	
HP7A 48	Information and Communication Technology in Business	X	X	X	X	X	X	X	X	X	X		X	X	
HP79 48	Presentation Skills		X	X	X	X	X	X	X	X	X	X	X	X	
J5B2 48	Administration and Information Technology Graded Unit 2	X		X	X	X	X			X	X		X		
J5B3 48	Administration and Information Technology Graded Unit 3	X		X	X	X	X		X	X	X		X	X	
HR13 47 HP3C 48	Developing the Individual within a Team OR Developing the Individual within a Team	X X	X X	X X		X X	X X		X X	X X	X X	X X	X X	X X	

5.2 Mapping of National Occupational Standards (NOS) and/or trade standards

5.2.1 SVQ 3 Business and Administration SCQF level 6

The table below illustrates where there are likely to be opportunities to link evidence produced for assessment to underpinning knowledge for units within SVQs in Business and Administration. **Please note** that for use as summative assessment of an SVQ, this is likely to involve designing assessment with reference to the SVQ criteria, and the evidence itself — or copies thereof — would have to be available for the learner’s portfolio. The suggestions below are not exhaustive. Not all specialist and imported SVQ units are included.

SVQ No*	SVQ Business and Administration unit	SQA Advanced Certificate/Diploma in Administration and IT unit
301	Plan how to manage and improve own performance in a business environment	Office Administration HP69 47, Digital Technologies FA HP0M 47, Personal Development Planning HP6M 47, Business Communication HP75 47, Office Management HP6A 48, ICT in Business HP7A 48, Presentation Skills HP79 48, Administration and IT Graded Unit 3 J5B3 48
302	Review and maintain work in a business environment	Office Administration HP69 47, Digital Technologies FA HP0M 47, Personal Development Planning HP6M 47, Business Communication HP75 47, Office Management HP6A 48, ICT in Business HP7A 48, Presentation Skills HP79 48, Administration and IT Graded Unit 3 J5B3 48
308	Communicate in a business environment	Office Administration HP69 47, Digital Technologies FA HP0M 47, Personal Development Planning HP6M 47, Business Communication HP75 47, Office Management HP6A 48, ICT in Business HP7A 48, Presentation Skills HP79 48, Administration and IT Graded Unit 3 J5B3 48
303	Solve business problems	ITiB Spreadsheets HP0M 47, ITiB Databases HP6C 47, ITiB WPPA HP6G 47, Office Administration HP69 47, Digital Technologies FA HP0M 47, Business Communication HP75 47, Office Management HP6A 48, ICT in Business HP7A 48, Presentation Skills HP79 48, Recording Financial Transactions HP6F 46, ITiB Advanced Spreadsheets HP0H 48, ITiB Advanced Databases HP0H 48, ITiB Advanced WP HP0N 48, Administration and IT Graded Unit 3 J5B3 48
304	Support other people to work in a business environment	Office Administration HP69 47, Office Management HP6A 48, Developing the Individual within a Team HR13 47/HP3C 48
305	Contribute to decision-making in a business environment	Office Administration HP69 47, Business Communication HP75 47, Office Management HP6A 48

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SVQ No*	SVQ Business and Administration Unit	SQA Advanced Certificate/ Diploma in Administration and IT unit
3071	Allocate work to team members	Office Management HP6A 48, Developing the Individual within a Team HR13 47/HP3C 48
3072	Quality assure work in your team	Office Management HP6A 48
309	Develop a presentation	Business Communication HP75 47, Presentation Skills HP79 48, ICT in Business HP7A 48
310	Deliver a presentation	Business Communication HP75 47, Presentation Skills HP79 48
311	Design and produce documents in a business environment	ITiB WPPA HP6G 47, ITiB Advanced WP HP0N 48, ITiB Spreadsheets HP0M 47, ITiB Advanced Spreadsheets HP0H 48
312	Prepare text from notes using touch typing (60 wpm)	Shorthand as a Skill (Introductory) (60 wpm) J5AK 47
313	Prepare text from shorthand (80 wpm)	Shorthand as a Skill (Speed Development 2) (80 wpm) J5AM 48
314	Prepare text from recorded audio instruction	Shorthand as a Skill (Introductory) (60 wpm) J5AK 47
315	Support the design and development of information systems	Office Administration HP69 47, Office Management HP6A 48, ICT in Business HP7A 48, Administration and IT Graded Unit 3 J5B3 48
316	Monitor information systems	Office Administration HP69 47, Office Management HP6A 48, ICT in Business HP7A 48, Administration and IT Graded Unit 3 J5B3 48
317	Analyse and report data	ITiB Spreadsheets HP0M 47, ITiB Databases HP6C 47, ITiB Advanced Spreadsheets HP0H 48, ITiB Advanced Databases HP0G 48, Administration and IT Graded Unit 3 J5B3 48
318	Order products and services	Office Administration HP69 47
319	Organise and co-ordinate events	Organising an Event HV7H 47, Conferences: An Introduction HT3D 47, Managing an Event HT3C 48
320	Plan and organise meetings	Digital Technologies FA HP0M 47, Business Communication HP75 47, Administrative Procedures J5AT 46
321	Organise business travel or accommodation	Administrative Procedures J5AT 46
322	Supervise an office facility	Office Administration HP69 47, Office Management HP6A 48
323	Contribute to innovation in a business environment	Office Administration HP69 47, Office Management HP6A 48, Administration and IT Graded Unit 3 J5B3 48
324	Contribute to running a project	Office Administration HP69 47, ICT in Business HP7A 48, Administration and IT Graded Unit 3 J5B3 48
325	Deliver, monitor and evaluate customer service to internal and/or external customers	Customer Care HR3D 46, Creating a Culture of Customer Care HP73 47

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SVQ No*	SVQ Business and Administration Unit	SQA Advanced Certificate/SQA Advanced Diploma in Administration and IT Unit
206	Use voicemail messaging systems	Administrative Procedures J5AT 46
207	Use a diary system	Administrative Procedures J5AT 46
208	Take minutes	Administrative Procedures J5AT 46, Business Communication HP75 47
209	Handle mail	Administrative Procedures J5AT 46
210	Provide reception services	Administrative Procedures J5AT 46, Business Communication HP75 47
211	Produce documents in a business environment	ITiB WPPA HP6G 47
212	Prepare text from notes	Shorthand as a Skill (Introductory) (60 wpm) J5AK 47
213	Prepare text from notes using touch typing (40 wpm)	
214	Prepare text from shorthand (60 wpm)	
215	Prepare text from recorded audio (40 wpm)	
216	Collate and organise data	Recording Financial Transactions HP6F 46, ITiB Spreadsheets HP0M 47, ITiB Databases HP6C 47
217	Research information	Digital Technologies FA HP0M 47, Business Communication HP75 47, Administration and IT Graded Unit 3 J5B3 48
218	Store and retrieve information using a filing system	Administrative Procedures J5AT 46
219	Provide archive services	Administrative Procedures J5AT 46
220	Use office equipment	Administrative Procedures J5AT 46
221	Maintain and issue stock items	Administrative Procedures J5AT 46
222	Support the organisation and co-ordination of events	Organising an Event HV7H 47, Conferences: An Introduction HT3D 47
223	Support the organisation of business travel or accommodation	Administrative Procedures J5AT 46
224	Support the organisation of meetings	Digital Technologies FA HP0M 47, Business Communication HP75 47, Administrative Procedures J5AT 46
225	Respond to change in a business environment	Office Administration HP69 47
226	Support the management and development of an information system	Office Administration HP69 47
227	Administer HR records	HRM Introduction J2FD 47, HRM Core Activities HR3A 47

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228	Administer the recruitment and selection process	HRM Core Activities HR3A 47, Recruitment, Selection and Induction J2FF 47
228	Database software 2	ITiB Databases HP6C 47
341	Database software 3	ITiB Databases HP6C 47, ITiB Advanced Databases HP0G 48
241	Presentation software 2	ITiB WPPA HP6G 47, Presentation Skills HP79 48, ICT in Business HP7A 48
344	Presentation software 3	ITiB WPPA HP6G 47, Presentation Skills HP79 48, ICT in Business HP7A 48
243	Spreadsheet software 2	ITiB Spreadsheets HP0M 47
346	Spreadsheet software 3	ITiB Spreadsheets HP0M 47, ITiB Advanced Spreadsheets HP0H 48
244	Use collaborative technologies 2	Digital Technologies FA HP0M 47
347	Use collaborative technologies 3	Digital Technologies FA HP0M 47
246	Word processing software 2	ITiB WPPA HP6G 47
349	Word processing software 3	ITiB WPPA HP6G 47, ITiB Advanced WP HP0N 48
355	Administer legal files	Legal Secretarial Practice J5AP 47
356	Build case files	Legal Secretarial Practice J5AP 47
357	Manage case files	Legal Secretarial Practice J5AP 47
248	Account for income and expenditure	Recording Financial Transactions HP6F 46
249	Draft financial statements	Recording Financial Transactions HP6F 46, Business Accounting HP7K 47, Preparing Financial Forecasts HP70 48
227	Administer HR records	HRM Introduction J2FD 47, HRM Core Activities HR3A 47
228	Administer the recruitment and selection process	HRM Core Activities HR3A 47, Recruitment, Selection and Induction J2FF 47

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5.2.2 SVQ 4 Business and Administration SCQF level 8

The table below illustrates where there are likely to be opportunities to link evidence produced for assessment to underpinning knowledge for units within SVQs in Business and Administration. **Please note** that for use as summative assessment of an SVQ, this is likely to involve designing assessment with reference to the SVQ criteria, and the evidence itself — or copies thereof — would have to be available for the learner's portfolio. The suggestions below are not exhaustive.

SVQ No*	SVQ Business and Administration Unit	SQA Advanced Certificate/Diploma in Administration and IT unit
401	Manage and be accountable for own performance in a business environment	Office Administration HP69 47, Digital Technologies FA HP0M 47, Personal Development Planning HP6M 47, Business Communication HP75 47, Office Management HP6A 48, ICT in Business HP7A 48, Presentation Skills HP79 48, Administration and IT Graded Unit 3 J5B3 48
402	Manage work in a business environment	Office Administration HP69 47, Digital Technologies FA HP0M 47, Personal Development Planning HP6M 47, Office Management HP6A 48, ICT in Business HP7A 48, Developing the Individual within a Team HP3C 48, Administration and IT Graded Unit 3 J5B3 48, Managing People and Organisations J4DK 47, Business Culture and Strategy HP6R 48, Behavioural Skills for Business J1E5 48
431	Use information to take effective decisions	Business Communication HP75 47, Office Management HP6A 48, ICT in Business HP7A 48, Administration and IT Graded Unit 3 J5B3 48, Managing People and Organisations J4DK 47, Business Culture and Strategy HP6R 48, Statistics for Business HP6V 48
403	Evaluate and solve business problems	Office Management HP6A 48, ICT in Business HP7A 48, ITiB Advanced Spreadsheets HP0H 48, ITiB Advanced Databases HP0G 48, Administration and IT Graded Unit 3 J5B3 48, Business Culture and Strategy HP6R 48, Statistics for Business HP6V 48
405	Negotiate in a business environment	Office Management HP6A 48, Developing the Individual within a Team HR13 47/HP3C 48, Administration and IT Graded Unit 3 J5B3 48, Managing People and Organisations J4DK 47, Business Culture and Strategy HP6R 48

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SVQ No*	SVQ Business and Administration Unit	SQA Advanced Certificate/SQA Advanced Diploma in Administration and IT Unit
406	Manage an office facility	Office Management HP6A 48, Developing the Individual within a Team HR13 47/HP3C 48, Administration and IT Graded Unit 3 J5B3 48, Managing People and Organisations J4DK 47, Management: Leadership at Work HV2C 47
407	Propose and design administrative services	Office Administration HP69 47, Office Management HP6A 48, Administration and IT Graded Unit 3 J5B3 48, Managing Administrative Services J5AS 48
409	Implement, monitor and maintain administrative services	Office Administration HP69 47, Office Management HP6A 48, Administration and IT Graded Unit 3 J5B3 48, Managing Administrative Services J5AS 48, Administrative Management: Personal Skills J5AR 48
411	Chair meetings	Business Communication HP75 47, Presentation Skills HP79 48
412	Manage communications in a business environment	Business Communication HP75 47
413	Design and develop an information system	Office Management HP6A 48, ICT in Business HP7A 48, Administration and IT Graded Unit 3 J5B3 48, Project Management: Managing the Implementation of a Project HR0T 48
414	Manage and evaluate information systems	Office Management HP6A 48, ICT in Business HP7A 48, Administration and IT Graded Unit 3 J5B3 48, Project Management: Managing the Implementation of a Project HR0T 48
415	Prepare specifications for contracts	Business Communication HP75 47, Office Management HP6A 48, Recruitment, Selection and Induction J2FF 47
416	Manage budgets	Business Accounting HP7K 47
417	Invite tenders and select contractors	Office Management HP6A 48, Recruitment, Selection and Induction J2FF 47, Managing and Working with People HR16 47
418	Monitor and evaluate the performance of contractors	Office Management HP6A 48, Managing People and Organisations J4DK 47, Managing and Working with People HR16 47
419	Explore ideas for innovation in a business environment	Personal Development Planning HP6M 47, Developing Entrepreneurial Skills HR0X 47
420	Plan change	Office Management HP6A 48, Developing the Individual within a Team HP3C 48, Managing People and Organisations J4DK 47, Business Culture and Strategy HP6R 48, Management: Leadership at Work HV2C 47, Managing and Working with People HR16 47

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SVQ No*	SVQ Business and Administration Unit	SQA Advanced Certificate/SQA Advanced Diploma in Administration and IT Unit
422	Implement change	Office Management HP6A 48, Developing the Individual within a Team HP3C 48, Managing People and Organisations J4DK 47, Business Culture and Strategy HP6R 48, Management: Leadership at Work HV2C 47, Managing and Working with People HR16 47
424	Manage physical resources	Office Management HP6A 48, Introduction to Operations Management HR58 47
425	Manage the environmental and social impacts of your work	Personal Development Planning HP6M 47, Sustainable Development HR1R 47
426	Recruit, select and train people	HRM Introduction J2FD 47, HRM Core Activities HR3A 47, Recruitment, Selection and Induction J2FF 47
430	Develop and sustain productive working relationships with stakeholders	Personal Development Planning HP6M 47, Business Culture and Strategy HP6R 48
431	Monitor and evaluate trends and events that affect organisations	Digital Technologies FA HP0M 47, Business Culture and Strategy HP6R 48, Economics 1: Micro and Macro HP6PH 48, Economics 2: The World Economy HP72 48
432	Develop and establish systems and procedures to review organisational performance	Office Administration HP69 47, Office Management HP6A 48, Developing the Individual within a Team HP3C 48, HRM Core Activities HR3A 47, Managing People and Organisations J4DK 47
433	Assist in improving organisational performance	Office Administration HP69 47, Office Management HP6A 48, Developing the Individual within a Team HP3C 48, Managing People and Organisations J4DK 47
434	Build and maintain effective customer relations	Creating a Culture of Customer Care HP73 47
435	Develop a customer service strategy for part of an organisation	Creating a Culture of Customer Care HP73 47
436	Engage audiences through digital, including social media	Digital Technologies FA HP0M 47, Digital Culture: Online Communication HR81 47, Visual Communication: Social Media HR3C 47
437	Engage internal audiences	Business Communication HP75 47, Presentation Skills HP79 48
438	Develop and maintain your professional networks	Personal Development Planning HP6M 47, Developing the Individual within a Team HR13 47/HP3C 48, Developing Entrepreneurial Skills HR1A 47, Work Placement HP4X 47, Employment Experience 1 HR08 47

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SVQ No*	SVQ Business and Administration Unit	SQA Advanced Certificate/SQA Advanced Diploma in Administration and IT Unit
439	Ensure compliance with legal, regulatory, ethical and social requirements	Office Management HP6A 48, Individual Employment Relations: Law HR39 47, Business Contractual Relationships HP6X 48, Legal Protection of NHSS Patient Data J5AV 48
440	Manage the use of financial resources	Business Accounting HP7K 47, Preparing Financial Forecasts HP70 48
441	Develop knowledge and make it available	Office Administration HP69 47, Office Management HP6A 48, Developing the Individual within a Team HP3C 48, Management: Leadership at Work HV2C 47
442	Manage business processes	Office Management HP6A 48, ICT in Business HP7A 48, Administration and IT: Graded Unit 3 J5B3 48, Introduction to Operations Management HR58 47
443	Manage projects	ICT in Business HP7A 48, Administration and IT: Graded Unit 3 J5B3 48, Project Management: An Introduction HR0W 47, Project Management: Managing the Implementation of a Project HR0T 48
444	Build teams	Office Management HP6A 48, Developing the Individual within a Team HR13 47/HP3C 48, Managing People and Organisations J4DK 47, Management: Leadership at Work HV2C 47
445	Manage people's performance at work	Office Management HP6A 48, Developing the Individual within a Team HP3C 48, Managing People and Organisations J4DK 47, Managing and Working with People HR16 47
446	Coach Individuals	Developing the Individual within a Team HR13 47/HP3C 48, Management: Leadership at Work HV2C 47
447	Develop and sustain collaborative relationships with other departments	Office Management HP6A 48, Managing People and Organisations J4DK 47
448	Provide healthy, safe, secure and productive environments and practices	Office Administration HP69 47, Office Management HP6A 48, Administrative Procedures J5AT 46, Managing Administrative Services J5AS 48
449	Communicate information and knowledge	Business Communication HP75 47, Office Management HP6A 48, Management: Leadership at Work HV2C 47

5.3 Mapping of Core Skills development opportunities across the qualifications

S = signposting E = embedded (certificated)

Unit code	Unit title	Communication			Numeracy		ICT		Problem Solving			Working with Others	
		Written (Reading)	Written (Writing)	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
(1st Year) SQA Advanced Certificate Units													
HP6G 47	IT in Business: Word Processing and Presentation Applications		S5				S6	E5	E5				
HP78 47	IT in Business: Spreadsheets				E5	E5	S5	S5	E5	S5	S5		
HP6C 47	IT in Business: Databases						E6	E6	E6	E6	E6		
HP69 47	Office Administration	S6	S6	S6									
HP0M 47	Digital Technologies for Administrators		S6			S6	S6	S6	E6	E6	E6	S6	
HP6F 46	Recording Financial Transactions				S5								
HP6M 47	Personal Development Planning												
HP75 47	Communication: Business Communication	E6	E6	E6	S6	S6	S6	S6	S6	S6	S6	S6	S6
J5B1 47	Administration and IT: Graded Unit 1												

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(2nd Year) SQA Advanced Diploma Units													
HP0N 48	IT in Business: Advanced Word Processing		S5				S6		E6	S6			
HP0H 48	IT in Business: Advanced Spreadsheets				E6	E6			S6				
HP0G 48	IT in Business: Advanced Databases		S6				E6	E6	S6				
HP6A 48	Office Management	S6	S6	S6					E6	S6	S6		
HP7A 48	Information and Communication Technology in Business		S6				S6	E6	E6	E6	S6		
HP79 48	Presentation Skills						S5	S5	E6	E6	E6		
J5B2 48	Administration and IT Graded Unit 2												
J5B3 48	Administration and IT Graded Unit 3		S6	S6					E6	E6	E6		
HR13 47 OR HP3C 48	Developing the Individual within a Team OR Developing the Individual within a Team											E6	E6

6 Guidance on approaches to delivery and assessment

Suggested delivery schedules have been included in Section 6.1 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 of them.

The qualifications can be delivered in a number of ways:

- ◆ full-time
- ◆ day release
- ◆ part-time evening
- ◆ open learning

The evidence requirements within the unit specifications describe the evidence that should be produced to demonstrate that learners have acquired the relevant knowledge and skills. Instruments of assessment and assessment conditions are not prescribed in the majority of the units. This means that there is 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; Section 6.1 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 identify the most common integration opportunities.

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

It is hoped that by applying consistent standards throughout the group award(s), learners 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

Core Skills have been embedded or signposted throughout the group award(s). 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; or evidence in a specific way; to achieve a relevant Core Skill have been outlined within the unit specification guidance, but it is not certificated automatically. Where a Core Skill is not embedded, separate entries and results have to be submitted certificate learners who have achieved the necessary evidence.

Additional support needs

Every effort has been made to ensure that artificial barriers do not exist, however, there may be some instances where the nature of the evidence required is more likely to lead to a need for additional support or specific assessment arrangements for some learners. Some examples of where this may be more likely to occur are:

- ◆ **Communication: Business Communication** (HP75 47) and **Presentation Skills** (HP79 48)
Both units require learners to demonstrate verbal skills by participating in a meeting (HP75 47) and delivering a presentation and responding to questions from the audience (HP79 48).
- ◆ **Communication: Business Communication** (HP75 47) and **Developing the Individual within a Team** (HR13 47) or (HP3C 48)
Both units require learners to work with others by participating in a meeting (HP75 47) and to work with others to plan, implement and evaluate a project (HR13 47/HP3C 48).
- ◆ **Recording Financial Transactions** (HP6F 46), **Administration and IT: Graded Unit 1** (J5B1 47) and **Administration and IT: Graded Unit 2** (J5B2 48)
These units are assessed under closed-book, supervised conditions. Both graded units are timed assessment.

Any additional support needs should be identified by centres. Where any additional support needs go beyond the parameters of the evidence requirements of the unit (eg additional time for graded units), these should be discussed with SQA (mycentre@sqa.org.uk) an adequate time in advance of assessment taking place to ensure they are appropriate.

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 Sequencing/integration of units

Suggested SQA Advanced Certificate delivery and assessment timelines for mandatory units

Cluster	Unit code and abbreviated title	Delivery/Assessment
<p>5 x SQA Advanced Credits</p> <p>Delivered and assessed across two semesters</p>	<p>HP75 47 Comms HP69 47 OA HP6G 47 ITiB: WPPA</p>	<p>DELIVERY: Learners learn about conventions, format and layout of documents and are then expected to use them (WPPA O1/O2, Comms O1/O2). Learners 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 learners and they can develop critical thinking skills relating to purpose, validity, reliability, etc of sources of information.</p> <p>ASSESSMENT: Learners may present their research notes, analysis of texts and produce a report giving details of their findings. (Comms O1/O2, OA O1/O2/O3, WPPA O1)</p> <p>DELIVERY: Practice participating in meetings as part of the learning process and producing Agendas and Minutes to record learning points/evidence, topics for these meetings could include:</p> <p>Issues to consider when installing new equipment/software. Impact of new working practices on individuals (ie stress, symptoms, strategies) (link to communication, training, etc)</p> <ul style="list-style-type: none"> ◆ Legislation for the administrative function ◆ Contributions could be made using presentation software ◆ Learners may gather research and hold a meeting with other learners to clarify their thinking <p>ASSESSMENT: Documentation to support meetings is required as part of O1 WPPA, and O3 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 O1 WPPA and O2 Comms while the content of such a document may provide appropriate evidence for OA O1/O2 — an emphasis on communication skills development should be supported throughout. (Comms O2/O3, OA O1/O2, WPPA O3/O4)</p>

<p>2 x SQA Advanced Credits Delivered and assessed within first semester</p>	<p>HP78 47 ITiB: SS HP6F 46 RFT</p>	<p>DELIVERY: Both units have an emphasis on numeracy. When learners learn how to use spreadsheets, examples used often involve financial information and processes. If these two units are combined then learners can learn about the various financial books, their purposes and how spreadsheets can support accounting and book-keeping, ie increased accuracy through the use of formulae; 3D referencing, use of comments, macros and security features etc. Learners can learn how to design the various financial books and how they are used.</p> <p>ASSESSMENT: SS01 could be in two parts: Part 1 — petty cash and cashbooks (RFT O1), ledgers and creating a trial balance (RFT O1) and creating a VAT return document (RFT O2) (RFT states learners should be provided with day books, cashbooks, ledgers and VAT templates — using a spreadsheet created by the learner would be an excellent alternative that would enhance learning). This part could include creation and application of a macro, cell formatting and application of security features, comments, etc. The various components of the SS O1 do not need to be completed in one sitting — the evidence requirements are much more flexible, and learners could apply the relevant data on another occasion.</p> <p>Part 2 — each outcome of RFT would be completed under closed-book controlled conditions (with access to a pro forma for O3). Learners would add the relevant data, formulae and functions to their spreadsheet based on the content of the RFT assessment to produce the responses required for RFT. In doing so they should be able to provide evidence for much of the ITIBSS units. This would be likely to be primarily O1 of ITIBSS, however it may be possible to design an integrated assessment covering aspects of ITIBSS O2 and 3.</p> <p>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. Learners could be provided with a number of case studies. For Outcome 3 they would learn how to create charts to enable analysis of numbers showing trends, comparisons, etc. For Outcome 2, using some simple statistical data, learners learn how to collate and summarise data into meaningful formats, again to allow the identification of trends, comparisons, the unexpected, etc.</p> <p>ASSESSMENT: Integrated assessment based on a case study, or if learners are working in an office environment, they may gather evidence and collate a portfolio of evidence. (SS: O2/O3)</p>
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Cluster	Unit code and abbreviated title	Delivery/Assessment
1 x SQA Advanced unit, Delivered in Semester 2	HP6C 47 ITiB: Databases	<p>DELIVERY: A 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 learners to develop confidence in using ICT. Also, learners 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.</p> <p>ASSESSMENT: There are a variety of ways in which this unit can be assessed, holistically through one case study. One case study for O1/O2 and another one for O3. Outcome 3 could also be assessed before O1/O2 if desired.</p>
2 x SQA Advanced Credits	HP6M 47 Personal Development Planning J5B1 47 Graded Unit 1	<p>DELIVERY: If learners 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.</p> <p>This could then help learners analyse more critically their earlier coping strategies, consider how effective they are and try out different ones and identify those that work for them.</p> <p>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 O1, O2, O3 and GU1)</p>
	Optional units may be integrated within the appropriate clusters or delivered independently.	

Key:

O = Outcome

GU = Graded Unit

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Semester 1	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Office Administration						O1 & O2					O3				O4			
Digital Technologies FA											O1 & O2		O3					
Business Communication															O1			
ITiB: WPPA																		
ITiB: SS					O1a					O1b					O2/3		O1c	
RFT						O1				O2							O3	
PDP													01					

Semester 2	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
ITiB: WPPA		O3/4						O1							O2			
ITiB: Dtb						O3										O1/O2	O1/O2	
PDP												O2						O3
GU1													Start					

Suggested SQA Advanced Diploma delivery and assessment timelines for mandatory units

Cluster	Unit code/abbreviated title	Delivery/Assessment
3/2 x SQA Advanced Credits	HP6A 48 Office Mgt (O1/O2) HP7A 48 ICTiB (O1) F84A 48 ITiB: Adv WP (O1/O2) HP6A 48 Office Mgt (O3/O4) and HR13 47 DIWAT or HP3C 48 DIWAT	<p>DELIVERY: ICTiB O1 looks at decision-making; OM O1/O2 and DIWAT O1/O2 may be delivered together, they have many common themes and ITiB: Adv WP O1/O2 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.</p> <p>OM O3/O4 and the HR options may also be integrated. Finally DIWAT O3 is a project that has to be completed by a team and then analysed.</p> <p>ASSESSMENT: The assessment may be gathered as a portfolio of evidence comprising: ICTiB O1 OM O1/O2 report; O3 documents relating to recruitment and selection and O4 report; DIWAT O1 response to case study, evaluation checklist, O2 response to case study and O3 collection of evidence relating to the team activity. ITiB: Adv WP O1/O2 report with appendices of new document templates, etc finally for O3/O4 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.</p>
1 x SQA Advanced Credit	HP0H 48 ITiB: Adv SS	<p>DELIVERY: learners 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.</p> <p>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.</p>

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Cluster	Unit code/abbreviated title	Delivery/Assessment
5 x SQA Advanced Credits	HP7A 48 ICT in Business HP79 48 Presentation Skills HP0G 48 ITiB: Adv Dtb	<p>DELIVERY: ICTiB O1 knowledge/skills relating to information needs and information systems, together with Adv Dtb builds on the knowledge/skills covered in the SQA Advanced Certificate 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.</p> <p>ASSESSMENT: ICTiB O1 (part relating to info needs) and O1 Adv Database may be assessed together and information needs be discussed in the Adv DtB report.</p> <p>DELIVERY/ASSESSMENT: ICTiB O5 and Presentation Skills build on WPPA O4 and Communications, this should be delivered and assessed together.</p> <p>DELIVERY/ASSESSMENT: ICTiB O3/O4 should be delivered and assessed together.</p>
2 x SQA credits	J5B2 48 GU2 NN9R 48 GU3	<p>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 learners 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 learner to gain confidence in the content and methods of assessment. The remaining time could be used for one final optional module.</p> <p>ASSESSMENT: Will still be completed independently.</p>
	Optional units may be integrated within the appropriate clusters or delivered independently.	

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Key:

O = Outcome

GU = Graded Unit

Semester 1	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Office Management														O1/O2				
DIWAT										O1								
ITiB: Adv WP														O1/O2				O3/O4
ITiB: Adv SS																	O1/O2/O3	
ICT in Business				O1	O2								O3/O4		O5			
ITiB: Adv DtB																	O1/O2/O3	
Presentation Skills								O1							O2		O3	

Semester 2	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Office Management								O3									O4	
DIWAT																	O3	
GU2												Start						
GU3									Start									

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HEI	Entry to	From SQA Advanced Certificate/SQA Advanced Diploma	Specific unit requirements
University of West of Scotland	2nd year BA Business Management	SQA Advanced Certificate	
	3rd year BA Business Management	SQA Advanced Diploma	Managing People and Organisations, any units across the following subjects — Marketing, Economics, Law
	3rd year Human Resource Management	SQA Advanced Diploma	
Glasgow Caledonian University	3rd year BA Management Technology and Enterprise	SQA Advanced Diploma	Graded Units — minimum BBC grades
	3rd year Risk Management	SQA Advanced Diploma	
	3rd year International Business Management	SQA Advanced Diploma	
	3rd year Information Management	SQA Advanced Diploma	
University of Highlands and Islands	3rd Year of BA Business Management	SQA Advanced Diploma	
Robert Gordon University	2nd year BA Management	SQA Advanced Certificate	
	3rd year BA Man	SQA Advanced Diploma	
	2nd year BA Management with HR	SQA Advanced Certificate	
	3rd year BA Man with HR	SQA Advanced Certificate	
Aberdeen University	3rd year BA Management	SQA Advanced Diploma	
University of Dundee	BAcc, BIAcc, BFin, BIFin, BSc Bus Man	SQA Advanced Certificate	
Open University	95 credit points towards a 300 point BA or 360 BA Honours*	SQA Advanced Certificate	<i>*Towards Open degrees. Credit towards specific named degrees may not be the same.</i>

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	200 credit points towards a 300 point BA or 360 BA Honours**	SQA Advanced Diploma	<i>**Towards Open degrees. Credit towards specific named degrees may not be the same.</i>
Napier University	3rd year Information Systems	SQA Advanced Diploma	
Scottish Agricultural College	3rd year Rural Business Management	SQA Advanced Diploma	

6.2 Recognition of prior learning

SQA recognises that learners gain knowledge and skills acquired through formal, non-formal, and informal learning contexts.

In some instances, a full group award may be achieved through the recognition of prior learning. However, it is unlikely that a learner would have the appropriate prior learning and experience to meet all the requirements of a full group award.

The recognition of prior learning may not be used as a method of assessing in the following types of units and assessments:

- ◆ SQA Advanced graded units
- ◆ course and/or external assessments
- ◆ other integrative assessment units (which may or not be graded)
- ◆ certain types of assessment instruments where the standard may be compromised by not using the same assessment method outlined in the unit
- ◆ where there is an existing requirement for a licence to practice
- ◆ where there are specific health and safety requirements
- ◆ where there are regulatory, professional, or other statutory requirements
- ◆ where otherwise specified in an assessment strategy

More information and guidance on the recognition of prior learning may be found on our website: www.sqa.org.uk.

The following sub-sections outline how existing SQA unit(s) may contribute to this group award. Additionally, they also outline how this group award may be recognised for professional and articulation purposes.

6.2.1 Articulation and/or progression

The information in the table below illustrates examples of articulation agreements that exist between specific centres and HEIs as provided by various centre representatives in March 2017. **This does not mean that entry to the degree programmes at the stage indicated is guaranteed for every student on achievement of the relevant SQA Advanced Certificate or SQA Advanced Diploma.**

Other SQA qualifications

Within the current SQA Advanced Certificate/SQA Advanced Diploma framework, links exist with a number of Professional Development Awards (PDAs) in the Administration and

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Business subject area. These PDAs share common units with the SQA Advanced Certificate/ Diploma in Administration and IT, therefore it is possible for learners to obtain partial or full achievement of them depending on the optional units delivered as part of the SQA Advanced Certificate/SQA Advanced Diploma:

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)

Industry standard qualifications

The SQA Advanced Certificate/SQA Advanced Diploma in 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:

- ◆ SQA NPA PC Passport at SCQF level 6
- ◆ BCS Chartered Institute of IT/ECDL/ICDL qualifications
- ◆ Microsoft Office Specialist qualifications
- ◆ SQA SVQ Business and Administration at levels 3/4 (SCQF level 6/8)

6.2.2 Professional recognition

Graduates of the SQA Advanced Certificate and SQA Advanced Diploma in Administration and Information Technology are eligible for Member grade membership of the Institute of Administrative Management (MInstAM). For more information see www.instam.org.

6.2.3 Credit transfer arrangements

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 are covered in the unit for which credit is being awarded. Centres should give some consideration to currency of achievement when awarding credit transfer.

6.3 Opportunities for e-assessment

Unit content has been written as flexibly as possible to allow for a range of assessment methods, including e-technologies to be used. SOLAR e-assessment materials available for *Administration and Information Technology: Graded Unit 1 (J5B1 47)* and *Digital Technologies for Administrators (HP0M 47)*.

6.4 Supporting materials

A **list of exiting ASPs** is available to view on SQA's website.

6.5 Resource requirements

Delivery of the SQA Advanced Certificate and Diploma in Administration and IT requires access to a range of up-to-date ICT equipment to facilitate to enable suitable learning, teaching and assessment. This includes access to the internet with as few restrictions as possible. The unit, *Digital Technologies for Administrators*, requires learners to use web services and collaborative software to inform, plan and organise work as well as use of the internet for research and to validate information. 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

Equality and inclusion

The unit specifications making up this group award have been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners will be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All instruments of assessment used within these group awards 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* (www.sqa.org.uk).

8 Glossary of terms

Embedded Core Skills: The assessment evidence for the unit also includes full evidence for complete Core Skill or Core Skill components. A learner successfully completing the unit will be automatically certificated for the Core Skill. (This depends on the unit having been successfully audited and validated for Core Skills certification.)

Finish date: The end of a group award's lapsing period is known as the finish date. After the finish date, the group award will no longer be live and the following applies:

- ◆ Candidates may not be entered for the group award.
- ◆ The group award will continue to exist only as an archive record on the Awards Processing System (APS).

Graded unit: Graded units assess learners' 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 learners to retain and adapt their skills and knowledge.

Lapsing date: When a group award is entered into its lapsing period, the following will apply:

- ◆ The group award will be deleted from the relevant catalogue.
- ◆ The group award specification will remain until the qualification reaches its finish date, at which point it will be removed from SQA's website and archived.
- ◆ No new centres may be approved to offer the group award.
- ◆ Centres should only enter candidates whom they expect to complete the group award during the defined lapsing period.

SQA credit value: The credit value allocated to a unit gives an indication of the contribution the unit makes to an SQA group award. An SQA credit value of 1 given to an SQA unit represents approximately 40 hours of programmed learning, teaching, and assessment.

SCQF: The Scottish Credit and Qualification Framework (SCQF) provides the national common framework for describing all relevant programmes of learning and qualifications in Scotland. SCQF terminology is used 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: SCQF credit points provide a means of describing and comparing the amount of learning that is required to complete a qualification at a given level of the framework. One National Unit credit is equivalent to 6 SCQF credit points. One National Unit credit at Advanced Higher and one SQA Advanced unit credit (irrespective of level) is equivalent to 8 SCQF credit points.

SCQF levels: The level a qualification assigned within the framework is an indication of how hard it is to achieve. The SCQF covers 12 levels of learning. SQA Advanced Certificates and SQA Advanced Diplomas are available at SCQF levels 7 and 8, respectively. SQA

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Advanced units will normally be at levels 6–9 and graded units will be at level 7 and 8. National Qualification Group Awards are available at SCQF levels 2–6 and will normally be made up of National Units which are available from SCQF levels 2–7.

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

Signposted Core Skills: These refer to opportunities to develop Core Skills in learning and teaching, but are not automatically certificated.

9 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 Connect to confirm that they are using the most 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

Acknowledgements

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of SQA Advanced Qualifications.

Further information

Call SQA's Customer Contact Centre on 44 (0) 141 500 5030 or 0345 279 1000.
Alternatively, complete our [Centre Feedback Form](#).

10 General information for learners

This section will help you to decide whether this is the qualification for you by explaining: what the qualification is about; what you should know or what you should be able to do before you start; what you will need to do during the qualification; and opportunities for further learning and employment.

The SQA Advanced Certificate and SQA Advanced Diploma in Administration and Information Technology Awards are designed to meet the requirements of today's modern business environment, covering a range of subject topics which are relevant to modern business practices.

The SQA Advanced Certificate allows progression into employment in a range of administrative roles, including supervisory positions; while the SQA Advanced Diploma is designed to facilitate employment in a more senior position, for example, as an Office or Administrative Manager.

Achievement of an SQA Advanced Certificate or an SQA Advanced Diploma in Administration and Information Technology can also lead to a place in first, second or third year at a range of university degree programmes.

The SQA Advanced Certificate in Administration and Information Technology is an SCQF level 7 qualification which contains 12 SQA Advanced Credits (96 SCQF credit points), 10 of which are mandatory and 2 which are gained from optional units. The SQA Advanced Diploma in Administration and Information Technology is an SCQF level 8 qualification which contains 30 SQA Advanced Credits (240 SCQF credit points), 23 of which are mandatory with 7 to be obtained from optional units. The 12 credits within the SQA Advanced Certificate also contribute to the SQA Advanced Diploma. Some units are worth 2 SQA Advanced 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 SQA Advanced Credits required.

You will be assessed throughout the SQA Advanced Certificate or SQA Advanced Diploma qualification on a unit by unit basis, with assessments taking the form of practical assignments, classroom assessment and/or case studies.

Mandatory units — SQA Advanced Certificate in Administration and Information Technology

Listed below are the mandatory units which you will be required to complete together with a brief description of each.

HP6G 47 IT in Business: Word Processing and Presentation Applications

This unit is designed to develop skills and knowledge in word processing and presentation packages to aid business communication. This unit is relevant to learners who are interested in a career in administration with a particular focus in document production and presentation.

HP78 47 IT in Business: Spreadsheets

This unit is designed to allow learners to develop an understanding of spreadsheet design and how to use spreadsheet features and functions for practical and effective use. It is relevant to learners wishing to develop their knowledge of spreadsheets as a tool to help provide solutions to common business problems.

HP6C 47 IT in Business: Databases

This unit introduces the fundamental principles of database design and the use of database management software to aid decision-making in business. It is relevant to learners moving into positions which have a responsibility for information management with focus on analysis of and presentation of data.

HP69 47 Office Administration

This unit is designed to develop the knowledge and skills required of an administrator to meet the requirements of the administrative function of an organisation.

HP0M 47 Digital Technologies for Administrators

This unit is designed to develop the knowledge and skills required to use digital technology effectively to support administrative functions. The unit will be relevant to learners wishing to enhance their knowledge and skills in the use of ICT, social media, collaborative software and web services in a business context, or who are interested in a career as an administrator or digital/IT administrator.

HP75 47 Communication: Business Communication

This unit is designed to develop skills in analysing, summarising, evaluating, and producing complex written business information. It also develops skills in presenting and responding to complex oral business information. The unit enhances skills for learning, life and work and there is a particular emphasis on employability.

HP6F 46 Recording Financial Transactions

This unit is designed to enable learners to develop the knowledge and skills required to provide financial data to a business in order to complete a trial balance, a VAT return and a bank reconciliation. It is primarily intended for learners who wish to develop book-keeping as a skill within an administrative role, or for those considering a career in book-keeping or finance. It is also relevant to learners with appropriate work experience who wish to obtain formal recognition of their book-keeping skills.

HP6M 47 Personal Development Planning

This unit helps learners to take responsibility for their own learning and development. In particular it provides a framework for the development of the personal and general skills and qualities which employers seek in the workplace and which are increasingly recognised as underpinning success in personal life, in citizenship and in lifelong learning. The contexts of progression to employment, or from college to university, or developing Core Skills, can be used.

Through a process of Personal Development Planning learners will identify their skills, abilities and development needs and review these in the context of their own personal, educational and career aims. They will devise a personal action plan, then undertake and evaluate that plan. They will gather, organise and present evidence of each stage of the plan — including personal reviews — in their personal development portfolio.

J5B1 47 Administration and Information Technology: Graded Unit 1

This graded unit is designed to allow you to integrate knowledge across a range of mandatory units within the SQA Advanced Certificate in Administration and Information Technology and apply it in context. There is no new content, rather the unit draws on content from other mandatory units within the SQA Advanced Certificate and requires you to apply it

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to scenarios. This often requires knowledge from more than one unit to be applied to a question/task. This is designed to enhance your ability to apply what you have learned to broader, more dynamic real-life situations.

The content of the graded unit reflects modern business practice and the prominence of Information and Communication Technology and Digital Skills in relation to the modern administrative function.

The first question paper (45 minutes) requires you to answer a combination of 30 multiple-choice and multiple-response questions with content drawn from the following units:

HP69 47	<i>Office Administration</i>
HP6G 47	<i>IT in Business: Word Processing and Presentation Applications</i>
HP0M 47	<i>Digital Technologies for Administrators</i>
HP6C 47	<i>IT in Business: Databases</i>
HP78 47	<i>IT in Business: Spreadsheets</i>

The second question paper (2 hours 15 minutes) requires you to provide extended responses to three questions/tasks drawn from the same units, based on one or more scenarios.

Achievement of the graded unit is graded either A (70–100%), B (60–69%) or C (50–59%). Assessment scores lower than 50% do not attract a passing grade.

Mandatory units — SQA Advanced Diploma in Administration and Information Technology

HP0N 48 IT in Business: Advanced Word Processing

This unit is designed to allow learners to develop and apply advanced word processing skills to assist in the production of business related documents. Learners will be required to solve problems and make decisions relevant to a working environment. The unit would be suitable for learners wishing to gain advanced skills in document management and processing.

HP0H 48 IT in Business: Advanced Spreadsheets

This unit is designed to develop in-depth technical skills to facilitate a high level of competence in the component functions of a spreadsheet programme. Learners should develop spreadsheet skills to support the management, analysis and forecasting of data. This unit should also develop critical and evaluative thinking skills.

HP0G 48 IT in Business: Advanced Databases

This unit is designed to allow learners to develop an understanding of database design and the use of advanced features to provide information that is specific or summarised to enhance decision-making. The unit is primarily intended for learners moving into managerial positions where the storage, management and reliability of information is increasingly important. Acquiring an appreciation of database management systems, creation of forms, and sophisticated queries will help any manager make the most of relational databases to support their decision-making.

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HP6A 48 Office Management

This unit introduces the essential skills required to effectively manage and organise an administrative environment. It would be suitable for learners wishing to progress to a supervisory or managerial career within an organisation.

HP7A 48 Information and Communication Technology in Business

This unit is designed to develop learners' knowledge and skills in identifying, evaluating, managing and presenting business information to facilitate and influence decision-making. The unit requires learners to consider the role of information in the decision-making process, evaluate data communications systems and ICT innovations, use planning and control tools for project management and use software application presentation tools to present findings and recommend actions.

HP79 48 Presentation Skills

This unit is designed to develop the skills required for the advanced use of presentation software, including a range of multi-media, and to apply these skills to deliver effective presentations. It would be suitable for learners involved in preparing and delivering presentations.

HR13 47/HP3C 48 Developing the Individual within a Team

This unit is designed to enable the learner to demonstrate the knowledge and skills required to participate effectively in team projects. This unit would be suitable for anyone wishing to develop the skills required for effective team membership and participation.

J5B2 48 Administration and Information Technology: Graded Unit 2

As with *Graded Unit 1*, this graded unit is designed to allow you to integrate knowledge across a range of mandatory units within the SQA Advanced Diploma in Administration and Information Technology (GM10 15) and apply it in context.

The SQA Advanced Diploma; and therefore this graded unit; is designed to develop skills and knowledge that underpin and support the role of Office Manager or equivalent. There is no new content, rather the unit draws on content from other mandatory units and requires you to apply it to scenarios based on real or hypothetical situations. This often requires knowledge from more than one unit to be applied to a question/task and is designed to enhance your ability to apply what you have learned to broader, more dynamic real-life situations.

The assessment is likely to take place towards the end of your course to allow you to become familiar with the relevant topics and will take the form of an examination consisting of two question papers. The first question paper will be of 1 hour duration, worth a maximum of 40 marks, and will require you to respond to restricted response questions sampled from the following units:

- HP0N 48 *IT Business: Advanced Word Processing*
- HP0H 48 *IT in Business: Advanced Spreadsheets*
- HP0G 48 *IT in Business: Advanced Databases*
- HP79 48 *Presentation Skills*
- HP7A 48 *Information and Communication Technology in Business*

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The second question paper is of 2 hours' duration, worth a maximum of 60 marks and will require you to select and respond to four extended response questions from a choice of five, which will be drawn from the following units:

- HP6A 48 *Office Management*
- HR13 47 (SCQF 7) or HP3C 48 (SCQF 8) *Developing the Individual within a Team*
- HP0N 48 *IT in Business: Advanced Word Processing*
- HP0H 48 *IT in Business: Advanced Spreadsheets*
- HP0G 48 *IT in Business: Advanced Databases*
- HP79 48 *Presentation Skills*
- HP7A 48 *Information and Communication Technology in Business*

Achievement of the graded unit is graded either A (70–100%), B (60–69%) or C (50–59%). Assessment scores lower than 50% do not attract a passing grade.

J5B3 48 Administration and Information Technology: Graded Unit 3

As with the other graded units, this unit is designed to allow you to integrate knowledge and skills across a range of mandatory units within the SQA Advanced Diploma in Administration and Information Technology (GM10 15) and apply it in context. It is designed to assess the skills and knowledge that underpin and support the role of Office Manager or equivalent, including a range of IT skills, project management, research and planning, working with others, problem solving and critical thinking.

The assessment is likely to take place towards the end of your course to allow you to become familiar with the relevant topics. This will take the form of a project based on a case study requiring you to analyse a scenario and then research and develop solutions to the issues you identify within it.

The case study will sample content from the following units:

- HP6A 48 *Office Management*
- HP7A 48 *Information and Communication Technology in Business*
- HP79 48 *Presentation Skills*
- HP0N 48 *IT in Business: Advanced Word Processing*
- HP0H 48 *IT in Business: Advanced Spreadsheets*
- HP0G 48 *IT in Business: Advanced Databases*
- HR13 47 **or** HP3C 48 *Developing the Individual within a Team*

The project consists of three distinct stages — Planning, Developing and Evaluating. Each stage has a minimum pass mark which must be achieved before progressing to the next. Marks for each stage are then combined to determine the overall mark.

Achievement of the graded unit is graded either A (70–100%), B (60–69%) or C (50–59%). Assessment scores lower than 50% do not attract a passing grade.