



Group Award Specification for:

HNC Administration and Information Technology

Group Award Code: GM10 15

HND Administration and Information Technology

Group Award Code: GM0Y 16

Validation date: January 2017

Date of original publication: April 2017

Version: 10 (August 2019)

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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 HEIs of the aims and purpose of the qualification
- ◆ provide details of the range of learners the qualification is suitable for and progression opportunities

1.1 Rationale for the revision of the group awards

The HNC/HND Administration and Information Technology Group Awards are designed to equip learners with the knowledge and skills required for success in current and future employment or for progression to further academic (SCQF) and/or professional qualifications. The last review of these qualifications took place between 2008 and 2009 with validation in early 2010. By 2015 there was a clear indication that some technological aspects of the qualification required review to maintain relevance to current practice in the workplace.

1.2 Target groups

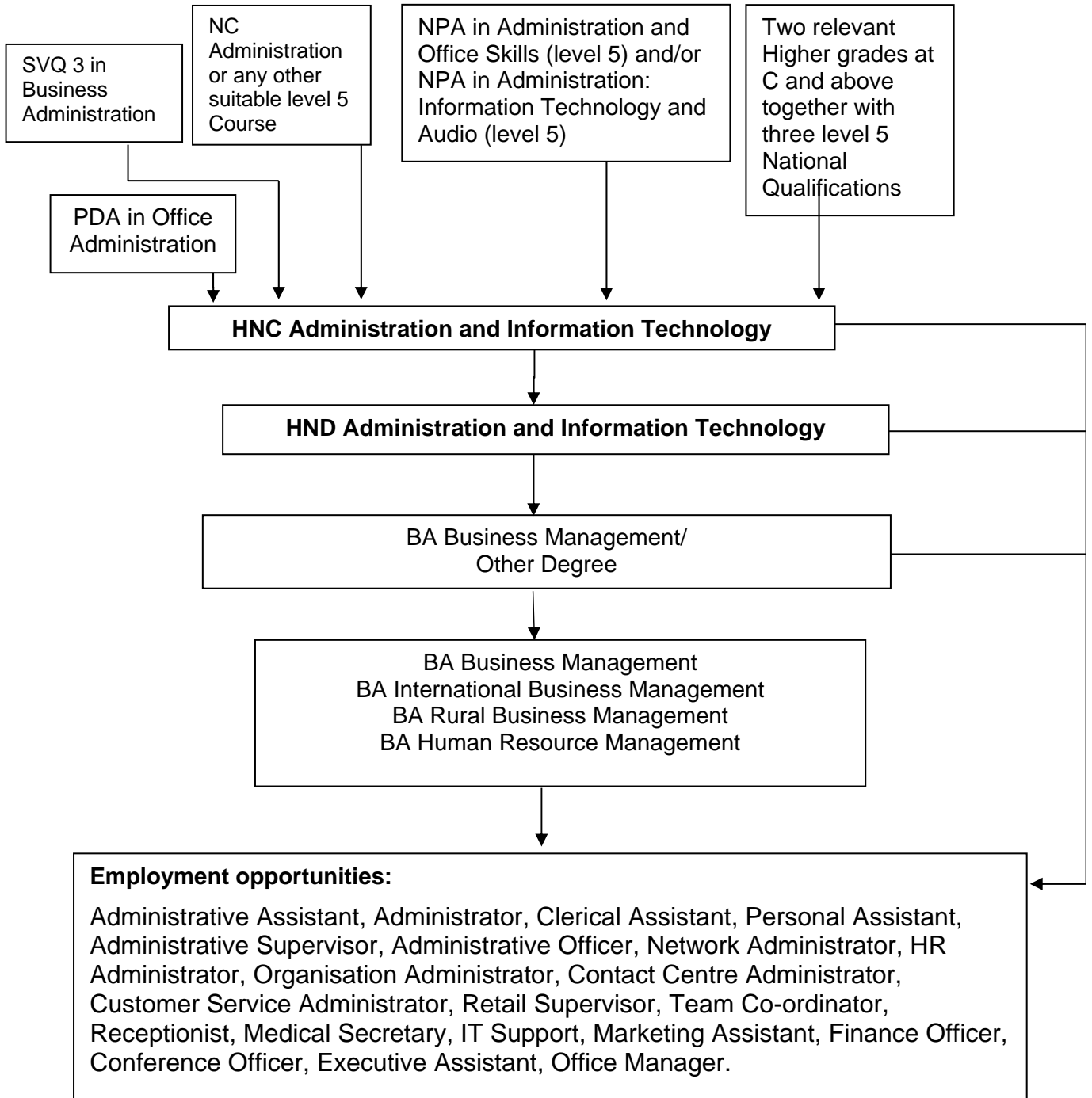
These awards are appropriate for learners who have an interest in a career in Administration at any level. The revised HNC Administration and Information Technology award is predominantly skills focused and provides learners with a broad foundation of skills and knowledge to prepare learners for employment and/or further academic study. The revised HND 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

1.3 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:



1.4 Employment opportunities

The HNC and HND 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

1.5 Professional bodies

Graduates of the HNC and HND 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 HNC

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

The HNC Administration and Information Technology mandatory section comprises 72 SCQF credit points at level 7 and 8 SCQF credit points at level 6. 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 HN credits from the mandatory section and 2 HN credits from options.

2.1 Structure

Mandatory units (10 HN credits needed)

4 code	2 code	Unit title	HN credit	SCQF credit points	SCQF level
HH84	34	IT in Business: Word Processing and Presentation Applications	2	16	7
HH83	34	IT in Business: Spreadsheets	1	8	7
F84X	34	IT in Business: Databases	1	8	7
F7JA	34	Office Administration	1	8	7
HH82	34	Digital Technologies for Administrators	1	8	7
F7J9*	34	Office Technologies	1	8	7
HH81	33	Recording Financial Transactions	1	8	6
DE3R	34	Personal Development Planning	1	8	7
H7TK	34	Communication: Business Communication	1	8	7
HH9M	34	Administration and Information Technology: Graded Unit 1	1	8	7

Optional units (2 HN credits needed)

4 code	2 code	Unit title	HN credit	SCQF credit points	SCQF level
Administration and Technology					
FG69	33	IT in Business: Word Processing, Spreadsheets and Databases: An Introduction	1	8	6
FG67	34	IT in Business: Desktop Publishing	1	8	7
HH86	35	IT in Business: Advanced Word Processing	1	8	8
F849	35	IT in Business: Advanced Spreadsheets	1	8	8
F848	35	IT in Business: Advanced Databases	1	8	8
HH87	35	Information and Communication Technology in Business	2	16	8
HH85	35	Presentation Skills	1	8	8
F84D	35	Office Management	2	16	8
FG62	33	Administrative Procedures	1	8	6
F3FL	35	Administrative Management: Personal Skills	2	16	8
F3FM	35	Managing Administrative Services	2	16	8
DE27	34	Shorthand as a Skill (Introductory) (60 wpm)	2	16	7
DE28	35	Shorthand as a Skill (Speed Development 1) (70 wpm)	1	8	8
DE29	35	Shorthand as a Skill (Speed Development 2) (80 wpm)	1	8	8
DE2A	35	Shorthand as a Skill (Speed Development 3) (90 wpm)	1	8	8
D4FB	34	Publishing on the Internet	2	16	7
H383	34	Web Design: An Introduction	1	8	7
F86P	34	Digital Culture: Online Communication	1	8	7
H387	34	Visual Communication: Social Media	1	8	7
HT9W	34	Social Media*	7	8	1
HT9P	35	Social Media for Business*	8	8	1
F870 or F86Y	34 35	Developing the Individual within a Team Developing the Individual within a Team	1 1	8 8	7 8
Business and Management					
F84T	35	Managing People and Organisations	2	16	7
F7J7	35	Business Culture and Strategy	2	16	7
J1BW	35*	Behavioural Skills for Business	1	8	8
F84K	35	Statistics for Business	1	8	8
F7J8	34	Economic Issues: An Introduction	1	8	7
F7J6	35	Economics 1: Micro and Macro Theory and Application	1	8	8
F86E	35	Economics 2: The World Economy	1	8	8
A6H3	34	Introduction to Operations Management	1	8	7
H1F2	34	Management: Leadership at Work	1	8	7
J1NH	34*	Managing and Working with People	2	16	7
J1NC	34*	Research Skills	1	8	7
F1NH	34	Project Management: An Introduction	1	8	7

Optional units (cont)

4 code	2 code	Unit title	HN credit	SCQF credit points	SCQF level
Business and Management (cont)					
DV5J	35	Project Management: Managing the Implementation of a Project	2	16	8
H942	34	Conferences: An Introduction	1	8	7
H91J	34	Organising an Event	2	16	7
H91M	35	Managing an Event	2	16	8
E-Commerce					
DV6F	34	e-commerce: Introduction	1	8	7
DV6G	34	e-commerce: Publishing Websites	2	16	7
Enterprise and Employability					
D7HJ	34	Employment Experience 1	1	8	7
HJ4W	34	Work Placement	1	8	7
F3HT	34	Personal Enterprise Skills	1	8	7
H7V5	34	Preparing a Formal Business Plan	2	16	7
H7V4	34	Preparing to Start a Business Plan	1	8	7
Finance and Accounting					
F7JP	34	Using Financial Accounting Software	1	8	7
H4J9	34	Payroll	1	8	7
F84M	34	Business Accounting	2	16	7
F84R	35	Preparing Financial Forecasts	1	8	8
Human Resource Management					
J2FS*	34	Recruitment, Selection and Induction	1	8	7
J2FH*	34	Human Resource Management: Introduction	1	8	7
H2W8	34	Human Resource Management: Core Activities	2	16	7
J2FK*	34	Interviewing: Skills and Practice	1	8	7
Languages					
H8T2	33	Workplace Communication in English	1	8	6
F1HW	34	ESOL for Work: Advanced Operational	3	24	7
F0HW	33	French for Work: Basic Operational	3	24	6
F0HX	33	French for Work: Intermediate Operational	3	24	6
F0J3	34	French for Work: Advanced Operational	3	24	7
F0HT	33	German for Work: Basic Operational	3	24	6
F0J0	33	German for Work: Intermediate Operational	3	24	6
F0J5	34	German for Work: Advanced Operational	3	24	7
F0HS	33	Italian for Work: Basic Operational	3	24	6
F0J1	33	Italian for Work: Intermediate Operational	3	24	6
F0J8	34	Italian for Work: Advanced Operational	3	24	7
F0HR	33	Spanish for Work: Basic Operational	3	24	6
F0J2	33	Spanish for Work: Intermediate Operational	3	24	6
F0J9	34	Spanish for Work: Advanced Operational	3	24	7
F2F9	33	Communication in French: Basic Operational Reading and Writing Skills	1	8	6

Optional units (cont)

4 code	2 code	Unit title	HN credit	SCQF credit points	SCQF level
Languages (cont)					
F20P	33	Communication in French: Basic Operational Speaking and Listening Skills	1	8	6
F2FB	33	Communication in German: Basic Operational Reading and Writing Skills	1	8	6
F20S	33	Communication in German: Basic Operational Speaking and Listening Skills	1	8	6
F2FC	33	Communication in Italian: Basic Operational Reading and Writing Skills	1	8	6
F20T	33	Communication in Italian: Basic Operational Speaking and Listening Skills	1	8	6
F2FE	33	Communication in Spanish: Basic Operational Reading and Writing Skills	1	8	6
F20W	33	Communication in Spanish: Basic Operational Speaking and Listening Skills	1	8	6
Legal					
F84P	34	Business Law: An Introduction	1	8	7
F84N	34	Business Contractual Relationships	1	8	7
H2MK	34	Individual Employment Relations: Law	1	8	7
F1A3	34	Legal Secretarial Practice	1	8	7
D5LP	35	Law for Business (Northern Ireland)	2	16	8
Marketing					
H49P	34	Customer Care	1	8	6
H1F0	34	Creating A Culture of Customer Care	1	8	7
F7BX	34	Marketing: An Introduction	1	8	7
H89D	34	International Marketing: An Introduction	1	8	7
FK93*	34	Digital Marketing Communications: An Introduction	1	8	7
Medical					
FG61	34	Medical Terminology for Administration Staff	2	16	7
FG65	34	Hospital Patient Administration	1	8	7
FG63	34	GP Medical Administration	1	8	7
FG6A	35	Legal Protection of NHSS Patient Data	1	8	8
Sustainability					
DN38	34	Sustainable Development	1	8	7

*Refer to History of Changes for revision changes.

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

Structure of HND

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

The HND Administration and Information Technology units comprises at least 80 SCQF credit points at SCQF level 8 (88 SCQF credit points if *Developing the Individual within a Team* is achieved at SCQF level 8), at least 72 SCQF credit points at SCQF level 7 (80 SCQF credit points if *Developing the Individual within a Team* is achieved at SCQF level 7) and 8 SCQF credit points at SCQF level 6. 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 HN credits from the mandatory section and 9 HN 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 credits needed)

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
HH84	34	IT in Business: Word Processing and Presentation Applications	2	16	7
HH83	34	IT in Business: Spreadsheets	1	8	7
F84X	34	IT in Business: Databases	1	8	7
F7JA	34	Office Administration	1	8	7
HH82	34	Digital Technologies for Administrators	1	8	7
F7J9*	34	Office Technologies	1	8	7
HH81	33	Recording Financial Transactions	1	8	6
DE3R	34	Personal Development Planning	1	8	7
H7TK	34	Communication: Business Communication	1	8	7
HH86	35	IT in Business: Advanced Word Processing	1	8	8
F849	35	IT in Business: Advanced Spreadsheets	1	8	8
F848	35	IT in Business: Advanced Databases	1	8	8
F84D	35	Office Management	2	16	8
HH87	35	Information and Communication Technology in Business	2	16	8
HH85	35	Presentation Skills	1	8	8
HH9M	34	Administration and Information Technology Graded Unit 1	1	8	7
HH9N	35	Administration and Information Technology Graded Unit 2	1	8	8
HH9R	35	Administration and Information Technology Graded Unit 3	1	8	8
F870 or F86Y	34 35	Developing the Individual within a Team	1 1	8 8	7 8

Optional units (9 credits needed)

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Administration and Technology					
FG69	33	IT in Business: Word Processing, Spreadsheets and Databases: An Introduction	1	8	6
FG62	33	Administrative Procedures	1	8	6
FG67	34	IT in Business: Desktop Publishing	1	8	7
DE27	34	Shorthand as a Skill (Introductory) (60 wpm)	2	16	7
DE28	35	Shorthand as a Skill (Speed Development 1) (70 wpm)	1	8	8
DE29	35	Shorthand as a Skill (Speed Development 2) (80 wpm)	1	8	8
DE2A	35	Shorthand as a Skill (Speed Development 3) (90 wpm)	1	8	8
D8FB	34	Publishing on the Internet	2	16	7
F3FL	35	Administrative Management: Personal Skills	2	16	8
F3FM	35	Managing Administrative Services	2	16	8
H383	34	Web Design: An Introduction	1	8	7
F86P	34	Digital Culture: Online Communication	1	8	7
H387	34	Visual Communication: Social Media	1	8	7
HT9W	34	Social Media*	7	8	1
HT9P	35	Social Media for Business*	8	8	1
Business and Management					
F84T	35	Managing People and Organisations	2	16	7
F7J7	35	Business Culture and Strategy	2	16	7
J1BW	35*	Behavioural Skills for Business	1	8	8
F84K	35	Statistics for Business	1	8	8
F7J8	34	Economic Issues: An Introduction	1	8	7
F7J6	35	Economics 1: Micro and Macro Theory and Applications	1	8	8
F86E	35	Economics 2: The World Economy	1	8	8
A6H3	34	Introduction to Operations Management	1	8	7
H1F2	34	Management: Leadership at Work	1	8	7
J1NH	34*	Managing and Working with People	2	16	7
J1NC	34*	Research Skills	1	8	7
F1NH	34	Project Management: An Introduction	1	8	7
DV5J	35	Project Management: Managing the Implementation of a Project	2	16	8
H942	34	Conferences: An Introduction	1	8	7
E-Commerce					
DV6F	34	e-commerce: Introduction	1	8	7
DV6G	34	e-commerce: Publishing Websites	2	16	7
Enterprise and Employability					
D7HJ	34	Employment Experience 1	1	8	7
HJ4W	34	Work Placement	1	8	7
F3HT	34	Personal Enterprise Skills	1	8	7
H7V5	34	Preparing a Formal Business Plan	2	16	7

H7V4	34	Preparing to Start a Business Plan	1	8	7
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Optional units (cont)

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Finance and Accounting					
F7JP	34	Using Financial Accounting Software	1	8	7
H4J9	34	Payroll	1	8	7
F84M	34	Business Accounting	2	16	7
F84R	35	Preparing Financial Forecasts	1	8	8
Human Resource Management					
J2FS*	34	Recruitment, Selection and Induction	1	8	7
J2FH*	34	Human Resource Management: Introduction	1	8	7
H2W8	34	Human Resource Management: Core Activities	2	16	7
J2FK*	34	Interviewing: Skills and Practice	1	8	7
Languages					
H8T2	33	Workplace Communication in English	1	8	6
F1HW	34	ESOL for Work: Advanced Operational	3	24	7
F0HW	33	French for Work: Basic Operational	3	24	6
F0HX	33	French for Work: Intermediate Operational	3	24	6
F0J3	34	French for Work: Advanced Operational	3	24	7
F0HT	33	German for Work: Basic Operational	3	24	6
F0J0	33	German for Work: Intermediate Operational	3	24	6
F0J5	34	German for Work: Advanced Operational	3	24	7
F0HS	33	Italian for Work: Basic Operational	3	24	6
F0J1	33	Italian for Work: Intermediate Operational	3	24	6
F0J8	34	Italian for Work: Advanced Operational	3	24	7
F0HR	33	Spanish for Work: Basic Operational	3	24	6
F0J2	33	Spanish for Work: Intermediate Operational	3	24	6
F0J9	34	Spanish for Work: Advanced Operational	3	24	7
F2F9	33	Communication in French: Basic Operational Reading and Writing Skills	1	8	6
F20P	33	Communication in French: Basic Operational Speaking and Listening Skills	1	8	6
F2FB	33	Communication in German: Basic Operational Reading and Writing Skills	1	8	6
F20S	33	Communication in German: Basic Operational Speaking and Listening Skills	1	8	6
F2FC	33	Communication in Italian: Basic Operational Reading and Writing Skills	1	8	6
F20T	33	Communication in Italian: Basic Operational Speaking and Listening Skills	1	8	6
F2FE	33	Communication in Spanish: Basic Operational Reading and Writing Skills	1	8	6
F20W	33	Communication in Spanish: Basic Operational Speaking and Listening Skills	1	8	6

Optional units (cont)

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Legal					
F84P	34	Business Law: An Introduction	1	8	7
F84N	34	Business Contractual Relationships	1	8	7
H2MK	34	Individual Employment Relations: Law	1	8	7
F1A3	34	Legal Secretarial Practice	1	8	7
D5LP	35	Law for Business (Northern Ireland)	2	16	8
Marketing					
H49P	34	Customer Care	1	8	6
H1FO	34	Creating A Culture of Customer Care	1	8	7
F7BX	34	Marketing: An Introduction	1	8	7
H89D	34	International Marketing: In Introduction	1	8	7
FK93*	34	Digital Marketing Communications: An Introduction	1	8	7
Medical					
FG61	34	Medical Terminology for Administration Staff	2	16	7
FG65	34	Hospital Patient Administration	1	8	7
FG63	34	GP Medical Administration	1	8	7
FG6A	35	Legal Protection of NHSS Patient Data	1	8	8
Sustainability					
DN38	34	Sustainable Development	1	8	7

*Refer to History of Changes for revision changes.

30 HN 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 HNC

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

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

3.2.2 Aims specific to the HND

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

- 1 develop a range of specialist information technology skills.
- 2 develop project management, research and planning skills.
- 3 prepare 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 HNC and HND

The aims of the award are met within the mandatory units. Two tables, one for the HNC and one for the HND, illustrating where the individual aims are met within each unit are provided in 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 HNC/1st year HND, and a further two credit graded unit at SCQF level 8 in the second year of the HND Group Award.

The graded units take the form of:

- HH9M 34 *Administration and Information Technology: Graded Unit 1*
(Closed-book examination at SCQF level 7)
- HH9N 35 *Administration and Information Technology: Graded Unit 2*
(Closed-book examination at SCQF level 8)
- HH9R 35 *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 (HH9M 34) 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:

- F7JA 34 *Office Administration*
- HH84 34 *IT in Business: Word Processing and Presentation Applications*
- HH82 34 *Digital Technologies for Administrators*
- F84X 34 *IT in Business: Databases*
- HH83 34 *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 (HH9N 35) 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:

HH86 35	<i>IT in Business — Advanced Word Processing</i>
F849 35	<i>IT in Business — Advanced Spreadsheets</i>
F848 35	<i>IT in Business — Advanced Databases</i>
F84D 35	<i>Office Management</i>
HH87 35	<i>Information and Communication Technology in Business</i>
HH85 35	<i>Presentation Skills</i>
F870 34 or F86Y 35	<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 one 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 (HH9R 35) is assessed by the use of a project based on a case study.

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:

F84D 35	<i>Office Management</i>
HH87 35	<i>Information and Communication Technology in Business</i>
HH85 35	<i>Presentation Skills</i>
HH86 35	<i>IT in Business: Advanced Word Processing</i>
F849 35	<i>IT in Business: Advanced Spreadsheets</i>
F848 35	<i>IT in Business: Advanced Databases</i>
F870 34 or F86Y 35	<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 HND

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

4.1 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 should be used to identify if additional learning support needs to 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.

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 the more generic skill, known as Core Skills through doing this qualification.

5.1 Mapping of qualification aims to units

HNC 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
HH84 34	IT in Business: Word Processing and Presentation Applications	X	X	X	X	X	X	X	X	X			X	X	X	X
HH83 34	IT in Business: Spreadsheets	X	X	X		X	X	X	X	X	X		X		X	X
F84X 34	T in Business: Databases	X	X	X		X	X	X	X	X	X		X		X	X
F7JA 34	Office Administration	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
HH82 34	Digital Technologies for Administrators	X	X	X		X	X	X	X	X	X	X	X	X	X	
HH81 34	Recording Financial Transactions		X	X			X	X	X	X	X	X	X			X
DE3R 34	Personal Development Planning	X		X	X		X			X	X	X	X	X	X	
H7TK 34	Communication: Business Communication	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
HH9M 34	Administration and Information Technology: Graded Unit 1	X		X	X		X	X	X	X	X	X		X		X

HND Administration and Information Technology (mandatory units)

All HNC mandatory units plus:

Code	Unit title	Aims													
		A	B	C	D	E	F	1	2	3	4	5	6	7	
HH84 35	IT in Business: Advanced Word Processing	X	X	X	X	X	X	X		X	X	X	X	X	
F849 35	IT in Business: Advanced Spreadsheets	X	X	X	X	X	X	X		X	X	X	X	x	
F848 35	IT in Business: Advanced Databases	X	X	X	X	X	X	X	X	X	X		X	x	
F84D 35	Office Management	X	X	X	X	X	X		X	X	X	X	X	X	
HH87 35	Information and Communication Technology in Business	X	X	X	X	X	X	X	X	X	X		X	X	
HH85 35	Presentation Skills		X	X	X	X	X	X	X	X	X	X	X	X	
HH9N 35	Administration and Information Technology Graded Unit 2	X		X	X	X	X			X	X		X		
HH9R 35	Administration and Information Technology Graded Unit 3	X		X	X	X	X		X	X	X		X	X	
F870 34	Developing the Individual within a Team OR	X	X	X		X	X		X	X	X	X	X	X	
F86Y 35	Developing the Individual within a Team	X	X	X		X	X		X	X	X	X	X	X	

5.2 Mapping of National Occupational Standards (NOS) and/or trade body 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	HNC/HND Administration and IT Unit
301	Plan how to manage and improve own performance in a business environment	Office Administration F7JA 34, Digital Technologies FA HH82 34, Personal Development Planning DE3R 34, Business Communication H7TK 34, Office Management F84D 35, ICT in Business HH87 35, Presentation Skills HH85 35, Administration and IT Graded Unit 3 HH9R 35
302	Review and maintain work in a business environment	Office Administration F7JA 34, Digital Technologies FA HH82 34, Personal Development Planning DE3R 34, Business Communication H7TK 34, Office Management F84D 35, ICT in Business HH87 35, Presentation Skills HH85 35, Administration and IT Graded Unit 3 HH9R 35
308	Communicate in a business environment	Office Administration F7JA 34, Digital Technologies FA HH82 34, Personal Development Planning DE3R 34, Business Communication H7TK 34, Office Management F84D 35, ICT in Business HH87 35, Presentation Skills HH85 35, Administration and IT Graded Unit 3 HH9R 35
303	Solve business problems	ITIB Spreadsheets HH82 34, ITIB Databases F84X 34, ITIB WPPA HH84 34, Office Administration F7JA 34, Digital Technologies FA HH82 34, Business Communication H7TK 34, Office Management F84D 35, ICT in Business HH87 35, Presentation Skills HH85 35, Recording Financial Transactions HH81 33, ITIB Advanced Spreadsheets F849 35, ITIB Advanced Databases F849 35, ITIB Advanced WP HH86 35, Administration and IT Graded Unit 3 HH9R 35
304	Support other people to work in a business environment	Office Administration F7JA 34, Office Management F84D 35, Developing the Individual within a Team F870 34/F86Y 35
305	Contribute to decision-making in a business environment	Office Administration F7JA 34, Business Communication H7TK 34, Office Management F84D 35

SVQ No*	SVQ Business and Administration Unit	HNC/HND Administration and IT Unit
3071	Allocate work to team members	Office Management F84D 35, Developing the Individual within a Team F870 34/F86Y 35
3072	Quality assure work in your team	Office Management F84D 35
309	Develop a presentation	Business Communication H7TK 34, Presentation Skills HH85 35, ICT in Business HH87 35
310	Deliver a presentation	Business Communication H7TK 34, Presentation Skills HH85 35
311	Design and produce documents in a business environment	ITIB WPPA HH84 34, ITIB Advanced WP HH86 35, ITIB Spreadsheets HH82 34, ITIB Advanced Spreadsheets F849 35
312	Prepare text from notes using touch typing (60 wpm)	Shorthand as a Skill (Introductory) (60 wpm) DE27 34
313	Prepare text from shorthand (80 wpm)	Shorthand as a Skill (Speed Development 2) (80 wpm) DE29 35
314	Prepare text from recorded audio instruction	Shorthand as a Skill (Introductory) (60 wpm) DE27 34
315	Support the design and development of information systems	Office Administration F7JA 34, Office Management F84D 35, ICT in Business HH87 35, Administration and IT Graded Unit 3 HH9R 35
316	Monitor information systems	Office Administration F7JA 34, Office Management F84D 35, ICT in Business HH87 35, Administration and IT Graded Unit 3 HH9R 35
317	Analyse and report data	ITIB Spreadsheets HH82 34, ITIB Databases F84X 34, ITIB Advanced Spreadsheets F849 35, ITIB Advanced Databases F849 35, Administration and IT Graded Unit 3 HH9R 35
318	Order products and services	Office Administration F7JA 34
319	Organise and co-ordinate events	Organising an Event H91J 34, Conferences: An Introduction H942 34, Managing an Event H91M 35
320	Plan and organise meetings	Digital Technologies FA HH82 34, Business Communication H7TK 34, Administrative Procedures FG62 33
321	Organise business travel or accommodation	Administrative Procedures FG62 33
322	Supervise an office facility	Office Administration F7JA 34, Office Management F84D 35
323	Contribute to innovation in a business environment	Office Administration F7JA 34, Office Management F84D 35; Administration and IT Graded Unit 3 HH9R 35
324	Contribute to running a project	Office Administration F7JA 34, ICT in Business HH87 35, Administration and IT Graded Unit 3 HH9R 35
325	Deliver, monitor and evaluate customer service to internal and/or external customers	Customer Care H49P 33, Creating a Culture of Customer Care H1F0 34

SVQ No*	SVQ Business and Administration Unit	HNC/HND Administration and IT Unit
206	Use voicemail messaging systems	Administrative Procedures FG62 33
207	Use a Diary System	Administrative Procedures FG62 33
208	Take minutes	Administrative Procedures FG62 33, Business Communication H7TK 34
209	Handle mail	Administrative Procedures FG62 33
210	Provide reception services	Administrative Procedures FG62 33, Business Communication H7TK 34
211	Produce documents in a business environment	ITIB WPPA HH84 34
212	Prepare text from notes	Shorthand as a Skill (Introductory) (60 wpm) DE27 34
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 HH81 33, ITIB Spreadsheets HH82 34, ITIB Databases F84X 34
217	Research information	Digital Technologies FA HH82 34, Business Communication H7TK 34, Administration and IT Graded Unit 3 HH9R 35
218	Store and retrieve information using a filing system	Administrative Procedures FG62 33
219	Provide archive services	Administrative Procedures FG62 33
220	Use office equipment	Administrative Procedures FG62 33
221	Maintain and issue stock items	Administrative Procedures FG62 33
222	Support the organisation and co-ordination of events	Organising an Event H91J 34, Conferences: An Introduction H942 34
223	Support the organisation of business travel or accommodation	Administrative Procedures FG62 33
224	Support the organisation of meetings	Digital Technologies FA HH82 34, Business Communication H7TK 34, Administrative Procedures FG62 33
225	Respond to change in a business environment	Office Administration F7JA 34
226	Support the management and development of an information system	Office Administration F7JA 34
227	Administer HR records	HRM Introduction J2FH 34, HRM Core Activities H2W8 34
228	Administer the recruitment and selection process	HRM Core Activities H2W8 34, Recruitment, Selection and Induction J2FS 34
228	Database software 2	ITIB Databases F84X 34

SVQ No*	SVQ Business and Administration Unit	HNC/HND Administration and IT Unit
341	Database software 3	ITIB Databases F84X 34, ITIB Advanced Databases F849 35
241	Presentation software 2	ITIB WPPA HH84 34, Presentation Skills HH85 35, ICT in Business HH87 35
344	Presentation software 3	ITIB WPPA HH84 34, Presentation Skills HH85 35, ICT in Business HH87 35
243	Spreadsheet software 2	ITIB Spreadsheets HH82 34
346	Spreadsheet software 3	ITIB Spreadsheets HH82 34, ITIB Advanced Spreadsheets F849 35
244	Use collaborative technologies 2	Digital Technologies FA HH82 34
347	Use collaborative technologies 3	Digital Technologies FA HH82 34
246	Word processing software 2	ITIB WPPA HH84 34
349	Word processing software 3	ITIB WPPA HH84 34, ITIB Advanced WP HH86 35
355	Administer legal files	Legal Secretarial Practice F1A3 34
356	Build case files	Legal Secretarial Practice F1A3 34
357	Manage case files	Legal Secretarial Practice F1A3 34
248	Account for income and expenditure	Recording Financial Transactions HH81 33
249	Draft financial statements	Recording Financial Transactions HH81 33, Business Accounting F84M 34, Preparing Financial Forecasts F84R 35
227	Administer HR records	HRM Introduction J2FH 34, HRM Core Activities H2W8 34
228	Administer the recruitment and selection process	HRM Core Activities H2W8 34, Recruitment, Selection and Induction J2FS 34

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	HNC/HND Administration and IT Unit
401	Manage and be accountable for own performance in a business environment	Office Administration F7JA 34, Digital Technologies FA HH82 34, Personal Development Planning DE3R 34, Business Communication H7TK 34, Office Management F84D 35, ICT in Business HH87 35, Presentation Skills HH85 35, Administration and IT Graded Unit 3 HH9R 35
402	Manage work in a business environment	Office Administration F7JA 34, Digital Technologies FA HH82 34, Personal Development Planning DE3R 34, Office Management F84D 35, ICT in Business HH87 35, Developing the Individual within a Team F86Y 35, Administration and IT Graded Unit 3 HH9R 35, Managing People and Organisations F84T 34, Business Culture and Strategy F7J7 35, Behavioural Skills for Business J1BW 35
431	Use information to take effective decisions	Business Communication H7TK 34, Office Management F84D 35, ICT in Business HH87 35, Administration and IT Graded Unit 3 HH9R 35, Managing People and Organisations F84T 34, Business Culture and Strategy F7J7 35, Statistics for Business F84K 35
403	Evaluate and solve business problems	Office Management F84D 35, ICT in Business HH87 35, ITIB Advanced Spreadsheets F849 35, ITIB Advanced Databases F849 35, Administration and IT Graded Unit 3 HH9R 35, Business Culture and Strategy F7J7 35, Statistics for Business F84K 35
405	Negotiate in a business environment	Office Management F84D 35, Developing the Individual within a Team F870 34/F86Y 35, Administration and IT Graded Unit 3 HH9R 35, Managing People and Organisations F84T 34, Business Culture and Strategy F7J7 35

SVQ No*	SVQ Business and Administration Unit	HNC/HND Administration and IT Unit
406	Manage an office facility	Office Management F84D 35, Developing the Individual within a Team F870 34/F86Y 35, Administration and IT Graded Unit 3 HH9R 35, Managing People and Organisations F84T 34, Management: Leadership at Work H1F2 34
407	Propose and design administrative services	Office Administration F7JA 34, Office Management F84D 35, Administration and IT Graded Unit 3 HH9R 35, Managing Administrative Services F3FM 35
409	Implement, monitor and maintain administrative services	Office Administration F7JA 34, Office Management F84D 35, Administration and IT Graded Unit 3 HH9R 35, Managing Administrative Services F3FM 35, Administrative Management: Personal Skills F3FL 35
411	Chair meetings	Business Communication H7TK 34, Presentation Skills HH85 35
412	Manage communications in a business environment	Business Communication H7TK 34
413	Design and develop an information system	Office Management F84D 35, ICT in Business HH87 35, Administration and IT Graded Unit 3 HH9R 35, Project Management: Managing the Implementation of a Project DV5J 35
414	Manage and evaluate information systems	Office Management F84D 35, ICT in Business HH87 35, Administration and IT Graded Unit 3 HH9R 35, Project Management: Managing the Implementation of a Project DV5J 35
415	Prepare specifications for contracts	Business Communication H7TK 34, Office Management F84D 35, Recruitment, Selection and Induction J2FS 34
416	Manage budgets	Business Accounting F84M 34
417	Invite tenders and select contractors	Office Management F84D 35, Recruitment, Selection and Induction J2FS 34, Managing and Working with People H1F4 34
418	Monitor and evaluate the performance of contractors	Office Management F84D 35, Managing People and Organisations F84T 34, Managing and Working with People H1F4 34
419	Explore ideas for innovation in a business environment	Personal Development Planning DE3R 34, Developing Entrepreneurial Skills F3HT 34
420	Plan change	Office Management F84D 35, Developing the Individual within a Team F86Y 35, Managing People and Organisations F84T 34, Business Culture and Strategy F7J7 35, Management: Leadership at Work H1F2 34, Managing and Working with People H1F4 34

SVQ No*	SVQ Business and Administration Unit	HNC/HND Administration and IT Unit
422	Implement change	Office Management F84D 35, Developing the Individual within a Team F86Y 35, Managing People and Organisations F84T 34, Business Culture and Strategy F7J7 35, Management: Leadership at Work H1F2 34, Managing and Working with People H1F4 34
424	Manage physical resources	Office Management F84D 35, Introduction to Operations Management A6H3 34
425	Manage the environmental and social impacts of your work	Personal Development Planning DE3R 34, Sustainable Development DN38 34
426	Recruit, select and train people	HRM Introduction J2FH 34, HRM Core Activities H2W8 34, Recruitment, Selection and Induction J2FS 34
430	Develop and sustain productive working relationships with stakeholders	Personal Development Planning DE3R 34, Business Culture and Strategy F7J7 35
431	Monitor and evaluate trends and events that affect organisations	Digital Technologies FA HH82 34, Business Culture and Strategy F7J7 35, Economics 1: Micro and Macro F7J6 35, Economics 2: The World Economy F86E 35
432	Develop and establish systems and procedures to review organisational performance	Office Administration F7JA 34, Office Management F84D 35, Developing the Individual within a Team F86Y 35, HRM Core Activities H2W8 34, Managing People and Organisations F84T 34
433	Assist in improving organisational performance	Office Administration F7JA 34, Office Management F84D 35, Developing the Individual within a Team F86Y 35, Managing People and Organisations F84T 34
434	Build and maintain effective customer relations	Creating a Culture of Customer Care H1F0 34
435	Develop a customer service strategy for part of an organisation	Creating a Culture of Customer Care H1F0 34
436	Engage audiences through digital, including social media	Digital Technologies FA HH82 34, Digital Culture: Online Communication F86P 34, Visual Communication: Social Media H387 34
437	Engage internal audiences	Business Communication H7TK 34, Presentation Skills HH85 35
438	Develop and maintain your professional networks	Personal Development Planning DE3R 34, Developing the Individual within a Team F870 34/F86Y 35, Developing Entrepreneurial Skills H7V6 34, Work Experience DV0M 34, Employment Experience 1 D7HJ 34

SVQ No*	SVQ Business and Administration Unit	HNC/HND Administration and IT Unit
439	Ensure compliance with legal, regulatory, ethical and social requirements	Office Management F84D 35, Individual Employment Relations: Law H2MK 34, Business Contractual Relationships F84N 35, Legal Protection of NHSS Patient Data FG6A 35
440	Manage the use of financial resources	Business Accounting F84M 34, Preparing Financial Forecasts F84R 35
441	Develop knowledge and make it available	Office Administration F7JA 34, Office Management F84D 35, Developing the Individual within a Team F86Y 35, Management: Leadership at Work H1F2 34
442	Manage business processes	Office Management F84D 35, ICT in Business HH87 35, Administration and IT: Graded Unit 3 HH9R 35, Introduction to Operations Management A6H3 34
443	Manage projects	ICT in Business HH87 35, Administration and IT: Graded Unit 3 HH9R 35, Project Management: An Introduction F1NH 34, Project Management: Managing the Implementation of a Project DV5J 35
444	Build teams	Office Management F84D 35, Developing the Individual within a Team F870 34/F86Y 35, Managing People and Organisations F84T 34, Management: Leadership at Work H1F2 34
445	Manage people's performance at work	Office Management F84D 35, Developing the Individual within a Team F86Y 35, Managing People and Organisations F84T 34, Managing and Working with People H1F4 34
446	Coach Individuals	Developing the Individual within a Team F870 34/F86Y 35, Management: Leadership at Work H1F2 34
447	Develop and sustain collaborative relationships with other departments	Office Management F84D 35, Managing People and Organisations F84T 34
448	Provide healthy, safe, secure and productive environments and practices	Office Administration F7JA 34, Office Management F84D 35, Administrative Procedures FG62 33, Managing Administrative Services F3FM 35
449	Communicate information and knowledge	Business Communication H7TK 34, Office Management F84D 35, Management: Leadership at Work H1F2 34

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) HNC Units													
HH84 34	IT in Business: Word Processing and Presentation Applications		S5				S6	E5	E5				
HH83 34	IT in Business: Spreadsheets				E5	E5	S5	S5	E5	S5	S5		
F84X 34	IT in Business: Databases						E6	E6	E6	E6	E6		
F7JA 34	Office Administration	S6	S6	S6									
HH82 34	Digital Technologies for Administrators		S6			S6	S6	S6	E6	E6	E6	S6	
HH81 33	Recording Financial Transactions				S5								
DE3R 34	Personal Development Planning												
H7TK 34	Communication: Business Communication	E6	E6	E6	S6	S6	S6	S6	S6	S6	S6	S6	S6
HH9M 34	Administration and Information Technology: Graded Unit 1												

(2nd Year) HND Units													
HH86 35	IT in Business: Advanced Word Processing		S5				S6		E6	S6			
F849 35	IT in Business: Advanced Spreadsheets				E6	E6			S6				
F848 35	IT in Business: Advanced Databases		S6				E6	E6	S6				
F84D 35	Office Management	S6	S6	S6					E6	S6	S6		
HH87 35	Information and Communication Technology in Business		S6				S6	E6	E6	E6	S6		
HH85 35	Presentation Skills						S5	S5	E6	E6	E6		
HH9N 35	Administration and Information Technology Graded Unit 2												
HH9R 35	Administration and Information Technology Graded Unit 3		S6	S6					E6	E6	E6		
F870 34 OR F86Y 35	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** (H7TK 34) and **Presentation Skills** (HH85 35)

Both units require learners to demonstrate verbal skills by participating in a meeting (H7TK 35) and delivering a presentation and responding to questions from the audience (HH85 35).

- ◆ **Communication: Business Communication** (H7TK 34) and **Developing the Individual within a Team** (F870 34) or (F86Y 35)

Both units require learners to work with others by participating in a meeting (H7TK 35) and to work with others to plan, implement and evaluate a project (F870 34/F86Y 35).

- ◆ **Recording Financial Transactions** (HH81 33), **Administration and IT: Graded Unit 1** (HH9M 34) and **Administration and IT: Graded Unit 2** (HH9N 35)

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 HNC delivery and assessment timelines for mandatory units

Cluster	Unit code and abbreviated title	Delivery/Assessment
5 x HN credits Delivered and assessed across two semesters	H7TK 34 Comms F7JA 34 OA HH84 34 ITiB: WPPA	<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 whilst 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>

Cluster	Unit code and abbreviated title	Delivery/Assessment
2 x HN credits Delivered and assessed within first semester	HH83 34 ITiB: SS HH81 33 RFT	<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 bookkeeping, 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 3, 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>

Cluster	Unit code and abbreviated title	Delivery/Assessment
1 x HN unit, Delivered in Semester 2	F84X 34 ITiB: Databases	<p>DELIVERY: Database is different to other software applications although it does use common principles if used as part of a suite of software. This unit would be best delivered in the later part of the award allowing 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 HN credits	DE3R 34 Personal Development Planning HH9M 34 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

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 HND delivery and assessment timelines for mandatory units

Cluster	Unit code/abbreviated title	Delivery/Assessment
3/2 x HN credits	<p>F84D 35 Office Mgt (O1/O2) HH87 35 ICTiB (O1) F84A 35 ITiB: Adv WP (O1/O2)</p> <p>F84D 35 Office Mgt (O3/O4) and F870 34 DIWAT or F86Y 35 DIWAT</p>	<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 HN credit	F849 35 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>

Cluster	Unit code/abbreviated title	Delivery/Assessment
5 x HN credits	HH87 35 ICT in Business HH85 35 Presentation Skills F848 35 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 HNC database unit. Delivering these outcomes together helps to clarify the characteristics of good business information and how the database management features can support good business information.</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	HH9N 35 GU2 NN9R 35 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.		

Key:

0 = 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									

6.2 Recognition of prior learning

More information and guidance on the *Recognition of Prior Learning* (RPL) may be found on our website www.sqa.org.uk.

The following sub-sections outline how predecessor SQA unit(s) may contribute to the group award(s) (see Section 6.2.4)

Additionally, they also outline how this group award may be recognised for professional and articulation purposes (Section 6.2.1).

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 HNC or HND.**

HEI	Entry to	From HNC/HND	Specific unit requirements
University of West of Scotland	2nd year BA Business Management	HNC	
	3rd year BA Business Management	HND	Managing People and Organisations, any units across the following subjects — Marketing, Economics, Law
	3rd year Human Resource Management	HND	
Glasgow Caledonian University	3rd year BA Management Technology and Enterprise	HND	Graded Units – minimum BBC grades
	3rd year Risk Management	HND	
	3rd year International Business Management	HND	
	3rd year Information Management	HND	
University of Highlands and Islands	3rd Year of BA Business Management	HND	
Robert Gordon University	2nd year BA Management	HNC	
	3rd year BA Man	HND	
	2nd year BA Management with HR	HNC	
	3rd year BA Man with HR	HNC	
Aberdeen University	3rd year BA Management	HND	

HEI	Entry to	From HNC/HND	Specific unit requirements
University of Dundee	BAcc, BIAcc, BFin, BIFin, BSc Bus Man	HNC	
Open University	95 credit points towards a 300 point BA or 360 BA Honours*	HNC	<i>*Towards Open degrees. Credit towards specific named degrees may not be the same.</i>
	200 credit points towards a 300 point BA or 360 BA Honours**	HND	<i>**Towards Open degrees. Credit towards specific named degrees may not be the same.</i>
Napier University	3rd year Information Systems	HND	
Scottish Agricultural College	3rd year Rural Business Management	HND	

Other SQA qualifications

Within the current HNC/HND framework, links exist with a number of Professional Development Awards (PDAs) in the Administration and Business subject area. These PDAs share common units with the HNC/HND 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 HNC/HND:

- 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 HNC/HND 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 HNC and HND 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 Transitional arrangements

Transition from the previous HNC Administration and Information Technology (G9M7 16) to the new HND Administration and Information Technology (GM0Y 16) is straightforward via unit-by-unit credit transfer.

Full credit transfer can be given to all of the revised units for achievement of the predecessor unit, with the exception of *Digital Technologies for Administrators* (HH82 33) (see Section 6.2.4 below). The difference in content between *Digital Technologies for Administrators* (HH82 34) and *Office Technologies* (F7J9 34) is too substantial to justify credit transfer.

To avoid a situation where learners transitioning from the previous HNC to the replacement HND have to complete an additional credit through no fault of their own, the unit *Office Technologies* (F7J9 34) has been included to allow **historical** achievement of this unit to contribute to the HND Administration and Information Technology (GM0Y 16).

For the same reason, *Office Technologies* (F7J9 34) has been included in the HNC Administration and Information Technology (GM10 15) framework to allow part-time learners to carry forward historical achievement.

Office Technologies (F7J9 34) enters its lapse period on 31.07.2017 and ends on 31.07.2019. This means no further entries may be accepted beyond 31.07.2019, however historical achievement of the unit prior to this date continues to contribute to HNC and HND Administration and Information technology (GM10 15 / GM0Y 16).

Centres/Part time learners moving to the new HNC Administration and Information Technology frameworks (GM10 15) should deliver the new unit *Digital Technologies for Administrators* (HH82 34), even where learners have previously achieved *Office Technologies* (F7J9 34) as this is a contributory unit to Administration and Information Technology: Graded Unit 1 (HH9M 34). **Please note only one of these units can contribute to the overall Group Award. In this situation it is recommended centres should continue with the old group award.**

6.2.4 Credit transfer

The following is issued as guidance to centres.

New unit code	New unit title	Old unit code	Old unit title	Transition arrangements
HNC and HND Year 1 Administration and Information Technology (G9M10 15/GM0Y 16) — mandatory units				
HH84 34	IT in Business: Word Processing and Presentation Applications	F84C 34	IT in Business: Word Processing and Presentation Applications	Full credit transfer
HH83 34	IT in Business: Spreadsheets	F84V 34	IT in Business: Spreadsheets	Full credit transfer
F84X 34	IT in Business: Databases	F84X 34	IT in Business: Databases	No change to unit
F7JA 34	Office Administration	F7JA 34	Office Administration	No change to unit
HH82 34	Digital Technologies for Administrators	F7J9 34	Office Technologies	No automatic credit transfer
HH81 33	Recording Financial Transactions	F847 33	Recording Financial Transactions	Full credit transfer
DE3R 34	Personal Development Planning	DE3R 34	Personal Development Planning	No change to unit
H7TK 34	Communication: Business Communication	H7TK 34	Communication: Business Communication	No change to unit
HH9M 34	Administration and IT: Graded Unit 1	F8KW 34	Administration and IT: Graded Unit 1	Full credit transfer

New unit code	New unit title	Old unit code	Old unit title	Transition arrangements
HND Year 2 Administration and Information Technology (GM0Y 16) — mandatory units				
HH86 35	IT in Business: Advanced Word Processing	F84A 35	IT in Business: Advanced Word Processing	Full credit transfer
F849 35	IT in Business: Advanced Spreadsheets	F849 35	IT in Business: Advanced Spreadsheets	Same unit (with very minor change)
F848 35	IT in Business: Advanced Databases	F848 35	IT in Business: Advanced Databases	Same unit (with very minor change)
F84D 35	Office Management	F84D 35	Office Management	No change to unit
HH87 35	Information and Communication Technology in Business	F84W 35	Information and Communication Technology in Business	Full credit transfer
HH85 35	Presentation Skills	F84E 35	Presentation Skills	Full credit transfer
HH9N 35	Administration and IT: Graded Unit 2	F8KX 35	Administration and IT: Graded Unit 2	Full credit transfer
HH9R 35	Administration and IT: Graded Unit 3	F8KY 35	Administration and IT: Graded Unit 3	Full 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* (HH9N 34) and *Digital Technologies for Administrators* (HH82 34).

6.4 Support materials

A list of existing ASPs are available to view on SQA's website www.sqa.org.uk

6.5 Resource requirements

Delivery of the HNC and HND Administration 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 this/these qualification(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

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

Further information on internal and external verification can be found in *SQA's Guide to Assessment* (www.sqa.org.uk/GuideToAssessment).

8 Glossary of terms

Embedded Core Skills: is where 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:

- ◆ learners 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 learners 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 Higher National Unit credit (irrespective of level) is equivalent to 8 SCQF credit points.

SCQF levels: The level a qualification is assigned within the framework is an indication of how hard it is to achieve. The SCQF covers 12 levels of learning. HNCs and HNDs are available at SCQF levels 7 and 8 respectively. Higher National 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: Subject units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

Signposted Core Skills: refers to opportunities to develop Core Skills which arise in learning and teaching but are not automatically certificated.

History of changes

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

NOTE: Where a unit is revised by another unit:

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

Version Number	Description	Date
10	Revision of unit: Office Technologies F7J9 34 (Finishes on 31/07/2019) has been added as an alternative unit to Digital Technologies for Administrators HH82 34 in HND and HNC frameworks	04/09/19
09	Revision of Units: H1KP 34 Human Resource Management: Introduction has been replaced by J2FH 34 Human Resource Management: Introduction in HNC and HND frameworks H1XM 34 Interviewing has been replaced by J2FK 34 Interviewing: Skills and Practice in HNC and HND frameworks H1XK 34 Recruitment, Selection and Induction has been replaced by J2FS 34 Recruitment, Selection and Induction in HNC and HND frameworks H1KP 34, H1XM 34 and H1XK 34 will finish 31/07/2021	19/07/19
08	Revision of Unit: H1F4 34 - Managing and Working with People (finish date 31/07/2021) has been replaced by J1NH 34 Managing and Working with People in HNC and HND frameworks	15/03/2019
07	Revision of Unit: F60A 34 Research Skills (finish date 31/07/2022) has been replaced by J1NC 34 Research Skills (start date 01/08/2019) in HNC and HND Frameworks	05/03/19
06	Sections 1.5 Professional Bodies and 6.6.2 Professional recognition – minor changes to text	20/12/18
05	Additional Optional Units: HT9W 34 Social Media and HT9P 35 Social Media for Business have been added to the optional section of both HNC and HND Frameworks	09/11/18
04	Revision of Units: F84L 35 Behavioural Skills for Business (finish date 31/07/2021) has been replaced by J1BW 35 (start date 01/08/2018) for both HNC and HND frameworks	31/08/18
03	Optional Unit: FK93 34 Digital Marketing Communications: an Introduction added to the qualification framework in the optional section of HNC and HND frameworks.	31/08/17

02	Minor changes made to Mapping of Core Skills	07/06/2017

Acknowledgement

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

9 General information for learners

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

The HNC and HND 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 HNC allows progression into employment in a range of administrative roles, including supervisory positions; whilst the HND is designed to facilitate employment in a more senior position, for example, as an Office or Administrative Manager.

Achievement of an HNC or an HND in Administration and Information Technology can also lead to a place in 1st, 2nd or 3rd year at a range of university degree programmes.

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

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

Mandatory units — HNC Administration and Information Technology

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

HH84 34 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.

HH83 34 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.

F84V 34 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.

F7JA 3 Office Administration 4

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.

HH82 34 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.

H7TK 34 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.

HH81 33 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.

DE3R 34 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.

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 HNC 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 HNC and requires you to apply it 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:

F7JA 34	<i>Office Administration</i>
HH84 34	<i>IT in Business: Word Processing and Presentation Applications</i>
HH82 34	<i>Digital Technologies for Administrators</i>
F84X 34	<i>IT in Business: Databases</i>
HH83 34	<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 — HND Administration and Information Technology

HH86 35 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.

F849 35 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.

F848 35 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.

F84D 35 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.

HH87 35 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.

HH85 35 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.

F870 34/F86Y 35 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.

HH9N 35 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 HND Administration and Information Technology (GM10 15) and apply it in context.

The HND; 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:

- HH86 35 *IT Business: Advanced Word Processing*
- F849 35 *IT in Business: Advanced Spreadsheets*
- F848 35 *IT in Business: Advanced Databases*
- HH85 35 *Presentation Skills*
- HH87 35 *Information and Communication Technology in Business*

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:

- F84D 35 *Office Management*
- F870 34 (SCQF 7) or F86Y 35 (SCQF 8) *Developing the Individual within a Team*
- HH86 35 *IT in Business: Advanced Word Processing*
- F849 35 *IT in Business: Advanced Spreadsheets*
- F848 35 *IT in Business: Advanced Databases*
- HH85 35 *Presentation Skills*
- HH87 35 *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.

HH9R 35 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 HND 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:

- F84D 35 *Office Management*
- HH87 35 *Information and Communication Technology in Business*
- HH85 35 *Presentation Skills*
- HH86 35 *IT in Business: Advanced Word Processing*
- F849 35 *IT in Business: Advanced Spreadsheets*
- F848 35 *IT in Business: Advanced Databases*
- F870 34 or F86Y 35 *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.