



NQ Administration and IT Qualification

Verification Summary Report 2024–25

Section 1: verification group information

Verification group name:	Administration and IT
Verification activity:	Event
Round:	1
Date published:	June 2025

National Units verified

Unit code	Unit level	Unit title
H1YW 73	National 3	IT Solutions for Administrators
H1YY 73	National 3	Communication in Administration
H27Y 73	National 3	Administration in Action
H1YV 74	National 4	Administrative Practices
H1YW 74	National 4	IT Solutions for Administrators
H1YY 74	National 4	Communication in Administration
J1Y4 75	SCQF level 5	IT Solutions for Administrators
J11V 76	SCQF level 6	IT Solutions for Administrators

Section 2: comments on assessment

Assessment approaches

The approaches to assessment used by all centres verified were valid. All centres used SQA's unit assessment support packs accurately.

The following examples of good practice were observed:

- Many centres used the updated unit assessment support packs containing streamlined assessment standards. Centres that used the judging evidence table in the unit assessment support pack were very successful at making correct assessment judgements.
- A number of centres used the updated unit assessment support packs and created candidate assessment recording sheets to document the candidate's ability to achieve each element of each assessment standard. This allowed external verifiers to clearly understand the centre's marking and reasoning behind their assessment judgements.
- Many centres used the combined approach to reduce the volume of assessment for candidates.
- Many centres marked candidate work in a clear and logical manner, physically marking on each candidate's printout every time the candidate had successfully followed the instruction in a task.
- Many centres demonstrated good practice in their internal verification process, for example holding internal verification meetings and discussions; using different coloured pens to annotate scripts when cross-marking; or cross-marking initialled by the assessor and internal verifier.

The following comments are intended as a guide for future practice:

- All National 3 and National 4 unit assessment support packs have been updated. Centres must ensure they use the most up-to-date unit assessment support packs and e-files with their candidates from session 2025-2026 onwards.
- If centres are using a centre-produced assessment, they should have the assessment prior verified before using it with their candidates.
- All centres must ensure there are robust quality assurance measures in place for making assessment judgements. Centres should refer to the [Internal Verification: A Guide for Centres](#) publication on SQA's website for advice on internal verification approaches.

Assessment judgements

The majority of candidate evidence submitted was of a good standard, indicating centres prepared candidates well for assessments.

Generally, assessment judgements in Round 1 were correct, indicating centres had a good understanding of the national standard for each assessment standard.

To further support centres, there are some important points highlighted below:

Keyboarding errors

Candidate evidence for IT-related assessment standards must be checked thoroughly for all keyboarding errors. All keyboarding errors must be identified on candidate printouts or on digital evidence. These errors must be counted to ensure the candidate is not over the error tolerance for the task (as specified in the unit assessment support pack). This continues to be an important requirement when using the updated unit assessment support packs.

Keyboarding errors will affect the achievement of assessment standards in the following areas:

National 3	IT Solutions for Administrators unit
National 3	Communication in Administration unit
National 3	Administration in Action unit
National 4	Administrative Practices — Outcome 2
National 4	IT Solutions for Administrators unit
National 4	Communication in Administration unit
SCQF level 5	Administrative Practices – Outcome 2
SCQF level 5	IT Solutions for Administrators unit
SCQF level 5	Communication in Administration unit
SCQF level 6	IT Solutions for Administrators unit
SCQF level 6	Communication in Administration — Assessment Standard 1.1

The error tolerance applies to each individual task. The following errors should be treated as one error within a task, no matter how often they occur within that task:

- incorrect or inconsistent spacing for colons or semi-colons
- incorrect or inconsistent spacing for brackets
- incorrect or inconsistent spacing between paragraphs
- confusion of hyphen and dash
- omission of apostrophe
- incorrect or inconsistent punctuation at the end of a sentence or heading
- missing full stops
- a date without a year
- incorrect date format, for example 12 of February 2024
- inconsistent date formats
- inconsistent time formats

Both the assessor and internal verifier must be diligent in checking candidate evidence for keyboarding errors.

Organisational/employee responsibilities

Centres are reminded that assessment standard 1.3 and 1.4 of the Administrative Practices (National 4) unit requires candidates to outline employee responsibilities for health and safety, and security of people, property and information.

Some centres are accepting organisational responsibilities as evidence for these assessment standards which is incorrect, as only employee responsibilities can be accepted.

Communication — internet evidence

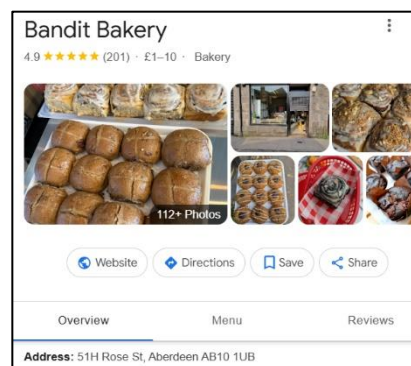
Candidates must provide printouts direct from web pages, screenshots or snips of web pages or when asked to provide internet evidence. Candidate should not copy or type information into a word-processing document.

For example, in the updated National 4 combined approach unit assessment support task 3, candidates must find the name and address of a bakery in Aberdeen. Candidate A found a bakery but typed the information into a word processing document. Candidate B provided a screenshot. Candidate A has therefore not provided appropriate internet evidence whereas Candidate B has.

Candidate A

Bandit Bakery
51H Rose St, Aberdeen AB10 1UB

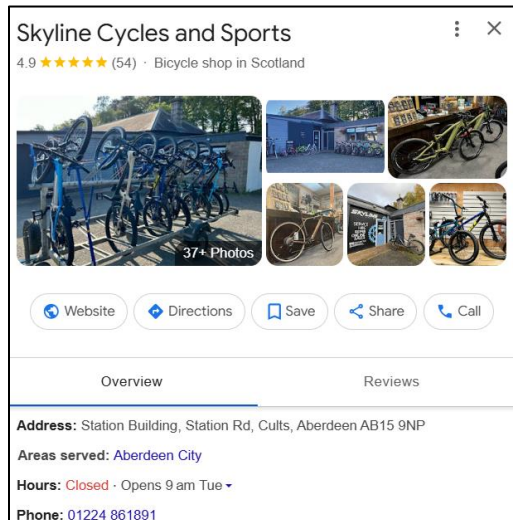
Candidate B



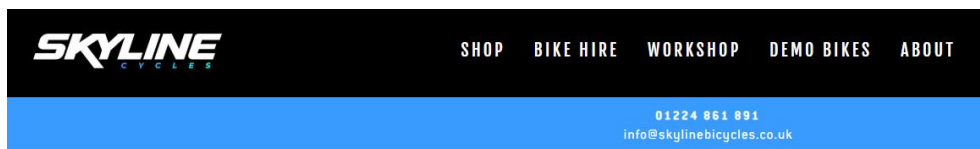
Candidates must also find the name and phone number of a bike hire company in Aberdeen. This means the internet evidence provided must show that the business hires bikes. Candidate C has provided a snip of a web page but there is no evidence on that snip that the business offers bikes for hire, therefore the candidate has not provided

correct internet evidence. Candidate D has found the same business and their snip does provide evidence that the business hire bikes — therefore they have provided correct internet evidence.

Candidate C



Candidate D



BIKE HIRE ABERDEEN

At Skyline cycles we have a full hire fleet of

- Full Suspension Mountain Bikes
- Hardtail Mountain Bikes
- Gravel Bikes
- Hybrids
- Electric Hybrids
- Electric Full Suspension Mountain Bikes



Dates in word processing tasks

In some tasks, candidates are asked to add the date into their document, but they are not given the specific date, for example they are told that the date will be Monday of next week or the first Wednesday of next month. For a task like this, candidates must find out the exact date of the next Monday and type in that date, rather than typing in the words 'next Monday'.

National 4 combined approach unit assessment support pack

In the updated National 4 unit assessment support pack 3, the combined approach, assessment standard 3.1 requires candidates to demonstrate the achievement of specific skills over both task 2 and 8. We would advise assessors to take their time and read the judging evidence table for assessment standard 3.1 and what the requirements are in task 2 and 8 to ensure candidates are correctly recorded as a pass or fail for this assessment standard.

Digital candidate evidence

If digital candidate evidence is submitted, centres must have a clear method of marking judgements on candidates' work digitally, for example using digital ink, so that external verifiers can see exactly how candidate work has been judged and what keyboarding errors have been identified.

Section 3: general comments

Overall, most centres had an excellent understanding of the assessment standards and demonstrated accurate marking. Some centres had detailed checklists, to ensure all candidates were assessed accurately and consistently.

It was clear that where assessors carefully read the judging evidence table in the unit assessment support pack they used, they were very accurate in both their marking and assessment judgements.

Assessors not identifying keyboarding errors on candidate work is a recurring issue. We would strongly advise centres to take time to mark candidate evidence carefully.

All National 3 and National 4 unit assessment support packs have been updated. These updates were to streamline assessment standards and reduce the overall volume of assessment for candidates. Centres must ensure they use the most up-to-date unit assessment support packs and e-files with their candidates from session 2025-2026 onwards. There are Understanding Standards materials available from SQA's secure site to support teachers and lecturers with the updated units.



NQ Administration Qualification

Verification Summary Report 2024–25

Section 1: verification group information

Verification group name:	Administration and IT
Verification activity:	Event
Round:	Round 2
Date published:	July 2025

National units verified

Unit code	Unit level	Unit title
H201 74	National 4	Added Value Unit — Administration and IT Assignment

Section 2: comments on assessment

Assessment approaches

The approaches to assessment used by all centres verified were valid. All centres used SQA's unit assessment support packs accurately.

The following examples of good practice were observed:

- Many centres used the updated Added Value unit assessment support packs.
- Many centres marked candidate work in a clear and logical manner, physically marking on each candidate's printout every time the candidate had successfully followed the instruction in a task.
- Candidate evidence from the majority of centres was well presented, tasks clearly labelled and assessment approaches included along with the Judging evidence table.
- Many centres demonstrated good practice in their internal verification process, for example holding internal verification meetings and discussions; using different coloured pens to annotate scripts when cross-marking; or cross-marking initialised by the assessor and internal verifier.

Assessment judgements

Most centres that used an updated Added Value unit assessment support pack, used the candidate record of attainment checklist from the pack, but not all. The assessment judgements of centres that used the updated pack, along with the candidate record of attainment checklist, were much more accurate than centres that marked without this checklist. An example of this checklist from the Youth Beat pack is shown below.

Candidate Record of Attainment: Administration and IT Added Value Unit - Youth Beat			
Name: _____			
Task 1	Key skills	Demonstrated	
1 skills from the following:		Yes	No
Date and count of — 5 July 2015	K		
All-day event	K		
Keyboarding — Allen Evans — maximum 1 error			
Print in daily view			
Task 2 and 3	Key skills	Demonstrated	
4 skills from the following:		Yes	No
Correct call 01 — Ticket Information			
Accurate Ticket price in call 03	K		
Format call 03 to currency			
Format call 03 to date			
Insert a new row below 04a			
05 new row — <u>05a</u> of Glasgow, £1,247.00 — maximum 1 error			
Increase the size of font in row 11			
Task 4	Key skills	Demonstrated	
4 skills from the following:		Yes	No
Multiple formulae in cell B7			
SLV formula in cell D8			
Salvage formula in cell B10			
Division formula in cell B11	K		
Task 5	Key skills	Demonstrated	
4 skills from the following:		Yes	No
Layout	K		
Graphic of advertisement	K		
Names of park — accurate	K		
Cost per person — consistently accurate			
Text format — maximum 2			
Check of calculation — accurate			
Using cell range			
Task 6	Key skills	Demonstrated	
6 skills from the following:		Yes	No
Reference in correct place			
Text in correct place			
Insert date of trip in correct place			
Insert date of trip in correct place	K		
Insert date below footer	K		
Fields — 2 columns and 3 rows			
Keyboarding — abbreviated information — maximum 2 errors			
Navigation correct — all	K		
Navigation correct — first	K		
Correct spacing and layout	K		
Double comments			
Task 7a	Key skills	Demonstrated	
4 skills from the following:		Yes	No
Slide 2 — 2 notes inserted			
Slide 3 — graphic of ride			
Slide 5 — names inserted			
Slide 6 — cost per person			
Double slide — first and third			
Design template			
Keyboarding — all — maximum 1 error			
Navigation — maximum 2	K		
Transition — maximum 1	K		
Task 7b	Key skills	Demonstrated	
2 skills from the following:		Yes	No
Navigation	K		
Layout			
Diagram information			
Keyboarding — maximum 1 error			
Print evidence of sending			
Task 7c	Key skills	Demonstrated	
2 skills from the following:		Yes	No
25 text fields and tables	K		
Insert heading			
Keyboarding including heading — maximum 1 error			
Print selected form — Max Jackson only			
Task 7d	Key skills	Demonstrated	
3 skills from the following:		Yes	No
Insert form header			
Class: <u>George Jackson</u>			
Search for P18	K		
Print in alphabetical order of surname			
Print showing correct fields — forename, surname and age			
Task 7e	Key skills	Demonstrated	
3 skills from the following:		Yes	No
Print heading			
Show correct fields — forename and surname			
Align and input not shown			
Search for forename not used	K		
Keyboarding of header — maximum 1 error			
Print in report format			
Task 8	Key skills	Demonstrated	
1 skill from the following:		Yes	No
Navigation — maximum 3 errors			
Layout			
Task 9	Key skills	Demonstrated	
2 skills from the following:		Yes	No
Fluency — accurate			
Create a pie chart	K		
Correct data			
Legend and labels			
Print on separate sheet			

Task 10	Key skills	Demonstrated
2 skills from the following:		Yes
Insert chart from task 9 in correct place	K	
Insert names of park in correct place	K	
Insert names of ride in correct place		
Keyboarding — name of park and ride — maximum 1 error		
Double comments		
Print with correct layout on 1 page		
Total key skills (12 required)	20	

Summary

Assessment Standard	Tasks	Achieved	Not Achieved
1.1	Task 2 – internet research Task 3 – SS Task 5 – WP letter Task 7a – DB form Task 7b – DB search Task 7c – DB report Task 8 – WP history		
1.2	Task 1 – <u>45%</u> Task 4 – WP poster Task 6a – presentation Task 6b – email		
1.3	Task 9 – SS chart Task 10 – WP Newsletter		
PASS 2 follow-up tasks using 2 different digital technologies			
Total key skills (12 required)	13/20		

In the updated Added Value unit assessment support packs candidates must:

- achieve a specific number of skills within each task to pass the task
- achieve a specific number of tasks to achieve the assessment standard
- achieve a specific number of key skills across the full pack to pass the unit

The checklist supports assessors by taking them step-by-step through this updated approach. This checklist, combined with careful marking by assessors, helps ensure assessment judgements meet national standards.

The majority of candidate evidence submitted was of a high standard, however, there are a few important points to highlight to improve practice for all:

Keyboarding errors

Candidate evidence must be checked thoroughly for all keyboarding errors and identified on candidate printouts. There are still some centres not marking or missing keyboarding errors. These errors must be identified and counted to ensure the candidate is not over the error tolerance for that particular task.

Both the assessor and internal verifier must be diligent in checking candidate evidence for keyboarding errors.

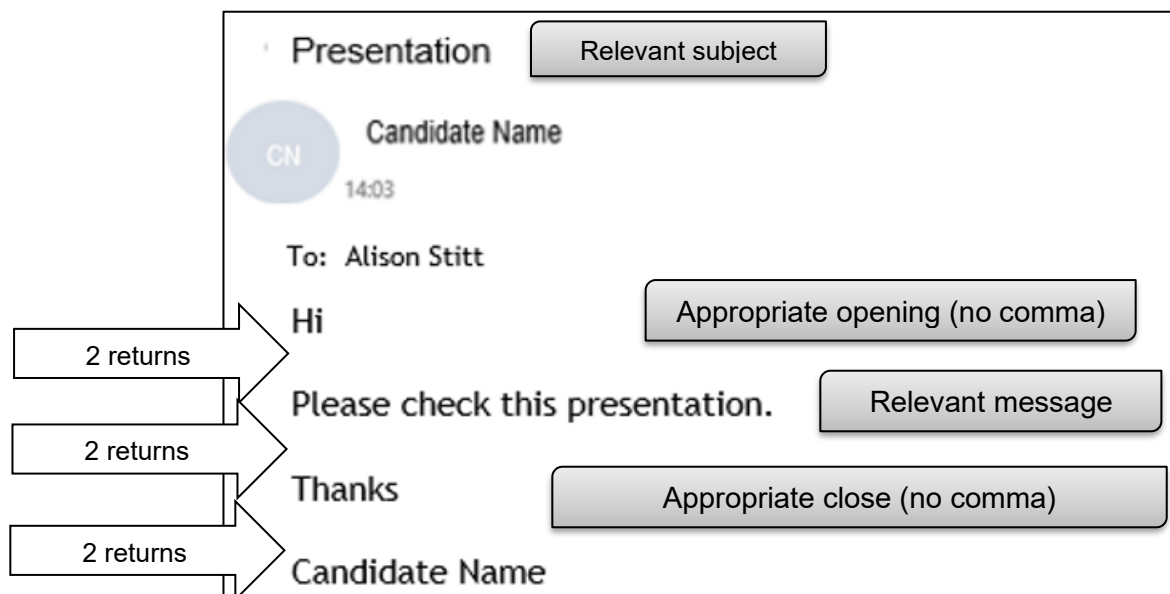
Dates

Dates need particular attention:

- Some centres are accepting 26 of May 2025. Including the word 'of' in a date is not accepted. It is not an acceptable date format and it should be counted as one keyboarding error across a task.
- If the year is missing from the date, this should also be counted as one keyboarding error across the task.
- If candidates are asked to insert a date into an efile that already contains dates, they must use the same date format as the dates already in the efile. If they do not, this should be counted as one keyboarding error across the task.

E-mails

Some candidates did not use appropriate e-mail layout. All e-mails must have a relevant subject, an appropriate opening, relevant message and an appropriate close. There should be 2 returns between each section in the message box and no commas after the opening or close. An example of the expected e-mail layout is shown below.



If the candidate has incorrect spacing between each section, the layout skill has not been achieved.

If the candidate has commas after the opening and/or close, this is to be counted as a keyboarding error.

Digital candidate evidence

If digital candidate evidence is submitted, centres must have a clear method of marking judgements on candidates' work digitally, for example using digital ink, so that external verifiers can see exactly how candidate work has been judged and what keyboarding errors have been identified.

Added Value Unit — School Fun Day

This is a minor point to highlight but worth noting as some centres misread an instruction in the School Fun Day pack. In task 2 candidates are asked to increase the size of the font in row 11. Some centres have recorded candidates as having achieved this skill when candidates have only increased the font size of cell A11 and not the full row, therefore candidates have not achieved this skill.

Section 3: general comments

As already mentioned, SQA has updated all three Added Value unit assessment support packs and although used by many centres this year, it is worth highlighting in case some centres are not aware. Centres must ensure they use the most up-to-date unit assessment support packs and e-files with their candidates from session 2025-2026 onwards. There are Understanding Standards materials available from SQA's secure site to support teachers and lecturers with the updated Added Value unit.

Overall, most centres had a really good understanding of the assessment standards and demonstrated accurate marking. Many centres also had an internal verification procedure that appeared very robust and was much more holistic rather than just concentrating on assessor marking. Candidates in these centres benefited from improved consistency and accuracy of both the approach to assessment and assessment judgements.

All centres should have an internal verification process. It is also good practice to use the [NQ internal verification toolkit](#) on SQA's website.

The identification of keyboarding errors on candidate work is a reoccurring issue every year. Centres must take the time to mark candidate assessment evidence carefully.