

Administration and IT

N4 and N5

Why take this course?

Administration is a growing sector which provides essential services throughout the entire economy and offers wide ranging employment opportunities. In addition, administrative and IT skills have extensive application not only in employment but also in other walks of life. The key purpose of these courses is to develop your administrative and IT skills and, ultimately, to help you to contribute to the effective functioning of organisations in administrative positions.

By studying this course you will:

- develop knowledge and understanding of administration in the workplace
- develop knowledge and understanding of key legislation affecting both organisations and employees
- develop an understanding of good customer care and its benefits to organisations
- acquire organisational skills in the context of organising and supporting events, and more generally

To succeed in this course, you need...

These are practical courses, to maximise your potential good attendance is **essential**. Most of the coursework is carried out on computers and is often completed within a specified timeframe. It can be difficult to catch up with work missed. The courses are suitable for you if you are well organised and like to work in a structured environment.

Course structure and content (subject to change by SQA)

The National 5 course is comprised of two units:

Theory

Candidates are introduced to administration within organisations, including legislation and the responsibilities of organisations, the skills/qualities and tasks (duties) of the administrative support function and the impact of these in the workplace, customer care, qualities and the organisation of events and meetings.

IT Applications

Candidates develop skills in IT, problem-solving, organising, and managing information. They select IT applications to create and edit business documents, gather and share information, and develop skills to communicate information.

The National 4 course is comprised of four units:

Administrative Practices

The purpose of this Unit is to give learners a basic introduction to administration in the workplace. Learners will begin to appreciate key legislation affecting employees, key features of good customer care and the skills, qualities and attributes required of administrators.

IT Solutions for Administrators

The purpose of this Unit is to develop learners' basic skills in IT using the following IT applications: word processing, spreadsheets and databases, to create and edit simple business documents.

Communication in Administration

The purpose of this Unit is to enable learners to use IT for gathering and sharing simple information with others in familiar administration-related contexts. Learners will develop a basic

understanding of what constitutes a reliable source of information and an ability to use appropriate methods for gathering information. T

Added Value Unit: Administration and IT Assignment

The purpose of this Unit is to draw on the knowledge, understanding and skills developed in the other three Units. Learners will undertake practical administration and IT-based tasks to organise and support a small-scale event or events.

Course Assessment

Final Assessment N4:

Added Value Unit

Practical IT-based assignment completed in class time.

Final Assessment N5:

Assignment (3 hours) – 70 marks

This is a practical IT-based assignment which is completed in class-time towards the end of the spring term under exam conditions. It is submitted to SQA for external marking.

Exam (2 hours) – 50 marks

A question paper which combines spreadsheet, database and theory tasks – all completed on computer.

Where might this course take me?

- H Admin and IT is available for progression from N5
- The practical and organisational skills acquired in this course are relevant for a wide variety of careers and paths of future study.