

# Administration and IT N4 and N5

## Why take this course?

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 courses are comprised of 3 units:

### Administrative Theory and Practice

This is a theory-based unit which covers the factors required in an effective administrative function. It includes areas such as strategies for effective time and task management, workplace legislation, team-working and customer care.

### IT Solutions for Administrators

Skills in IT are developed during this unit. You will use a range of programs within Microsoft Office to analyse, process and manage information.

### Communication in Administration

The practical IT skills developed in this unit will enable you to research and communicate complex information to others.

## 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.