

Faculty of BEICT & Enterprise

National 5 Administration & IT (also offered at National 3/4 levels)

SCQF – Level 5 – 24 Credit Points

Course outline

Pupils should have an interest in using technology to perform administrative tasks using a range of office software applications.

Course Units

The course is divided into 2 areas; Theory and IT applications.

Theory	IT applications
Tasks/duties of administrators Skills/qualities of administrators Customer service Health & Safety legislation Security of people, property and information Reliability and validity of sources of information File management Corporate image Electronic communication	Word-processing Desktop publishing Spreadsheets Databases Presentations Electronic communication

Pupils will be expected to demonstrate a sound capability in using the features of each package to solve administrative tasks in the context of working as an administrator for an organisation.

Skills for learning, skills for life and skills for work

The following summarise the 'main' skills being developed throughout this course

- Use of ICT in performing a range of complex administrative tasks
- Organising, processing and communicating information
- Problem-solving
- Team-working
- Using initiative and thinking skills – remembering, understanding and applying
- Communication (verbal and written)
- Decision-making
- Researching and presenting information
- Employability
- Literacy and Numeracy – information handling

Course Assessment

Question Paper – 42% (sat at the exam diet in May)

Assignment – 58% (carried out in class, in March and sent to the SQA to be marked)

The question paper will test pupils' knowledge and understanding of Administration theory and practical skills in using spreadsheets and databases. This will be performed under exam conditions during the main diet of exams in May.

The assignment will take place in March, under exam conditions and within class time. Pupils work will then be sent to the SQA for external marking. The assignment will test theory and the remainder of office applications not being tested in the final exam question paper.

Career Pathways

Administration Assistant which can apply to all types of business organisation.

For ideas; www.myworldofwork.co.uk

Progression

Successful candidates at National 4 level can progress to National 5 level.

Successful candidates at National 5 level can progress to Higher level.

Link

for

further

information:

<https://www.npfs.org.uk/downloads/category/in-a-nutshell-series/nationals-in-a-nutshell-series/>