

National 5 Administration

Course Rationale

The National 5 Administration course enables learners to develop the skills, knowledge and understanding required to perform administrative tasks using a range of office software applications. It is also available at National 4 and 3. Learners will be expected to demonstrate a sound capability in using the features of each software package to solve administrative tasks in the context of working as an administrator for an organisation.

Course Content

Theory

- Tasks/duties of administrators; skills/qualities of administrators; customer service; health & safety legislation; security of people, property and information; reliability & validity of sources of information; file management; corporate image; electronic communication.

IT Applications

- Word-processing; Desktop publishing; Spreadsheets; Databases; Presentations; Electronic communication.

Skills

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

- The performance assesses the learner's knowledge & understanding of Administration theory and practical skills in using spreadsheets and databases.
- **This is worth 42% of the overall marks for the course assessment.**

Assignment

- The Assignment takes place under exam conditions within class time. It tests theory and the remainder of office applications not being tested in the final exam question paper.
- **The Assignment is worth 58% of the overall marks for the course assessment. It is completed in March.**

Progression

Successful candidates at National 3/4 level can progress to National 4/5 Administration in S5 or S6.

Successful candidates at National 5 level can progress to Higher Administration in S5 or S6.

Career Pathways

Administrative Assistant

Administrative Officer (Courts)

Call Centre Operator

Car Rental Agent

Catering Manager

Civil Enforcement Officer

Civil Service Administrative Officer