NATIONAL 4 ADMINISTRATION AND IT

THE COURSEWORK AND THE ASSIGNMENT (ADDED VALUE UNIT)

National 4 Administration and IT consists of three units:

- Administrative Practices (AP)
- IT Solutions for Administrators (ITSA)
- Communication in Administration (CiA)

UNIT ASSESSMENT

Unit assessment for the National 4 Administration and IT course can be done in discrete units or as an integrated/holistic assessment.

Administrative Practices: In this unit, learners will be required to provide evidence of their:

- Skills in carrying out straightforward administrative tasks to organise and support small-scale events
- Basic knowledge of key legislation affecting employees, the key features of good customer care and skills, qualities and attributes required of administrators

IT Solutions for Administrators: In this unit, learners will be required to provide evidence of their:

- Basic skills in using the following IT applications; word processing, spreadsheets and databases, in familiar administrative contexts
- Basic skills in organising and processing simple information in familiar administrative contexts

Communication in Administration: In this unit, learners will be required to provide evidence of their:

- Basic skills in using IT for gathering simple information from the internet and intranet
- Basic skills in preparing simple information, using multimedia and desktop publishing
- Basic skills in communicating information

INTEGRATED/HOLISTIC ASSESSMENT

An integrated/holistic assessment will take a combined approach and encompass a range of tasks which meet the required assessment standards for all three units.

In addition to the three main units assessed, a further Added Value Unit is included and assessed in the National 4 Administration and IT course.

ADDED VALUE UNIT

The Added Value Unit focuses on challenge and application. It consists of an IT-based assignment drawing on the knowledge, understanding and skills developed across the course. Pupils will complete a series of tasks, follow sets of instructions, use templates, and access either fully or partially completed files to produce a range of documents and information, all in the context of an event.

The Added Value Unit assignment will be completed in class under supervised conditions. Pupils will be given sufficient time to complete the series of tasks.

ASSESSMENT DECISIONS

For all unit assessments, pupils will be assessed on a pass/fail basis underlined internally within school. SQA will provide rigorous external quality assurance, including external verification to ensure assessment judgements are consistent and meet national standards.

> *Preparation for unit assessments should be thorough revision and an evaluation of the pupil's performance in the class and practice tasks, beforehand. Pupils must be sure of what will be expected of them. One re-assessment opportunity is permitted and can be on specific outcomes or assessment standards which have not been met only.*

COMMAND WORDS

A thorough appreciation of a number of command words is essential in National 4 Administration and IT as marks are awarded according to the specific command word(s) in any question.

> *To practise using different command words, pupils should focus on the same topic but use a variety of command words. For example, the questions below cover the same topic, but test pupils on different command words.*
>
> *Q1 – **List** two possible consequences to the organisation of failing to provide good customer care. (2 marks)*
>
> *Q2 – **Outline** the problems faced by an organisation which neglects good customer care. (2 marks)*

HOMEWORK

Homework tasks covering knowledge and understanding of administration are regularly issued throughout the year.

> *Pupils are asked to comment on their own performance after each piece of homework since self-evaluation is essential.*

PRACTICAL WORK

So much of the National 4 Administration and IT course depends on a pupil having excellent IT skills. Database, spreadsheet and word processing are the core elements of ITSA and CiA Units. Pupils must learn how to quickly integrate data from one package into another e.g. a spreadsheet chart included in a word-processed report.

> *Pupils need to practise as much as possible with similar software to the school system. A wide range of resources are available on request and pupils can also use the GLOW digital network to access files and e-mail work from one location to another.*

TARGET SETTING

Pupils are encouraged to set personal targets as part of the course and the use of Skills Scans and Learning Logs is also recommended.

> *Pupils should regularly review their targets and discuss concerns with their parents, peers and school staff, at an early stage.*