

Administration & IT – Course Outlines

More information can be found here:

<https://www.sqa.org.uk/sqa/45686.html>

National 3

This Course is designed for all learners but may be of particular interest to those who wish to develop practical IT and administrative skills. Learners who have completed the Course can use the acquired knowledge, understanding and skills at home, in the wider community, in further study and, ultimately, in employment.

The Course takes into account the needs of all learners by providing sufficient flexibility to enable them to achieve in different ways and at different paces. Learners will develop a range of both generic and subject-specific skills in familiar administration-related contexts.

The skills include the ability to perform simple administrative tasks and to use basic functions of IT applications. Those applications cover word processing, spreadsheets, databases, desktop publishing and presentation software. Learners will also develop the ability to use technology, including the internet, for simple searching and for processing and communicating information. This Course opens up a range of progression routes — both vertical and lateral — to further education. It may also, ultimately, lead to employment and/or training in various industries.

National 4

The key purpose of this Course is to develop learners' administrative and IT skills and, ultimately, to enable them to contribute to the effective functioning of organisations. The Course aims to enable learners to:

- ◆ develop a basic understanding of administration in the workplace and key legislation affecting employees
- ◆ develop an appreciation of good customer care
- ◆ develop IT skills and use them to perform straightforward administrative tasks
- ◆ acquire organisational skills in the context of organising and supporting small-scale events

The broad structure of the Course meets its purpose and aims, which are addressed by the Units it comprises. The Course contains a significant practical component, which involves experiential learning, encouraging the integration of skills, knowledge and understanding through practical activities. Its use of real-life contexts makes it relevant to the world of work, and its uniqueness lies in developing IT skills in an administration-related context. While the skills, knowledge and understanding it develops reflect current administrative practice, the Course is sufficiently flexible to take account of emerging technologies, and this will ensure its continuing currency and relevance. The Course makes an important contribution to general education through developing a range of essential skills which will stand learners in good stead regardless of the career path they ultimately choose. Its contribution to vocational education is just as significant, as it opens up progression to a range of careers in administration and IT. The Course also supports the wider curriculum through its emphasis on IT.

National 5

This course is designed for learners who are interested in administration and the practical uses of IT. It contains a significant practical component, involving experiential learning, which encourages the development of skills, knowledge and understanding.

The course comprises two areas of study:

Theory - Pupils are introduced to the responsibilities of organisations, the skills/qualities and tasks (duties) of the administrative support function, and the impact of these in the workplace.

IT Applications - Pupils 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.

Higher

The course is suitable for candidates who are interested in the management functions of administration and advanced uses of digital technology, and who want to develop these skills further.

The course consists of two areas of study:

Administrative theory and practice - Learners develop their understanding of the factors contributing to an efficient administrative function. These include time and task management, effective teams, complying with workplace legislation, the impact of digital technologies, and customer care.

IT Applications - Learners develop skills in organising and managing information using digital technology in administrative contexts. They use software application functions to analyse, process and manage information, in order to create and edit complex business documents. Learners develop an understanding of barriers to communication and ways of overcoming them to ensure communication is effective. They also develop skills, knowledge and understanding of how to maintain the security and confidentiality of information.