



National 4
Course
Specification



National 4 Administration and IT Course Specification (C701 74)

Valid from August 2024

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Please refer to the note of changes at the end of this Course Specification for details of changes from previous version (where applicable).

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Course outline

Course title: National 4 Administration and IT

SCQF: level 4 (24 SCQF credit points)

Course code: C701 74

Mandatory Units

H1YV 74	Administrative Practices (National 4)	6 SCQF credit points
H1YW 74	IT Solutions for Administrators (National 4)	6 SCQF credit points
H1YY 74	Communication in Administration (National 4)	6 SCQF credit points

Added Value Unit

H201 74 **Administration and IT Assignment (National 4)** **6 SCQF credit points**

This Course includes six SCQF credit points for the assessment of added value in the Added Value Unit. Further information on this Unit is provided in the 'Assessment' section.

Recommended entry

Entry to this Course is at the discretion of the centre. However, learners would normally be expected to have attained the skills and knowledge required by one or more of the following or by equivalent qualifications or experience:

- ◆ Administration and IT (National 3 or relevant component Units)
- ◆ Business (National 3 or relevant component Units)

In terms of prior learning and experience, relevant experiences and outcomes may also provide an appropriate basis for doing this Course. Further information on relevant experiences and outcomes is given in the *Course Support Notes*.

Core Skills

Achievement of this Course gives automatic certification of the following:

Complete Core Skill	Information and Communication Technology at SCQF level 4
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Progression

This Course or its Units may provide progression to:

- ◆ other qualifications in Administration and IT or related areas
- ◆ further study, employment or training

Further details are provided in the 'Rationale' section.

Equality and inclusion

This Course Specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence. For further information, please refer to the *Course Support Notes*.

Rationale

All National Courses reflect Curriculum for Excellence values, purposes and principles. They offer flexibility, provide time for learning, focus on skills and applying learning, and scope for personalisation and choice.

In this Course, and its component Units, there will be an emphasis on skills development and the application of those skills. Assessment approaches will be proportionate and fit for purpose and will promote best practice, enabling learners to achieve the highest standards they can.

This Course provides learners with opportunities to continue to acquire and develop the attributes and capabilities of the four capacities as well as skills for learning, skills for life and skills for work.

All Courses provide opportunities for learners to develop breadth, challenge and application, but the focus and balance of the assessment will be appropriate for the subject area.

Relationship between the Course and Curriculum for Excellence values, purposes and principles

The National 4 Administration and IT Course builds on the principles and practice paper and the relevant experiences and outcomes for the technologies curriculum area. It enables learners to understand the nature of administration and to embrace and use IT in administration-related contexts. The Course lays foundations for lifelong learning and a successful working life.

The Course develops successful learners who achieve through participating in engaging, motivating and relevant learning experiences in real-life administration contexts; and confident individuals who derive satisfaction from engaging in practical activities relevant to the world of work and from having their achievements and skills recognised.

Learners following this Course become responsible citizens who actively participate in the work of the class, become aware of issues affecting society, such as internet safety and the impacts of IT, and take on organisational tasks; and effective contributors who share their views with others, effectively contributing to group tasks and supporting their peers whenever appropriate.

The Course develops a range of skills for learning, life and work, which have a universal application and are essential to individuals' effective functioning in all three areas. They include IT and aspects of literacy, numeracy and thinking skills.

Purpose and aims of the Course

Administration is a growing sector which cuts across the entire economy and offers wide-ranging employment opportunities. Moreover, administrative and digital literacy skills have extensive application, not only in employment but also in everyday life.

The key purpose of this Course is to develop learners' administrative and straightforward digital literacy skills to enable them to contribute to the effective functioning of organisations.

The Course aims to enable learners to:

- ◆ develop an understanding of administration in the workplace and legislation affecting employees
- ◆ develop knowledge of customer care
- ◆ develop straightforward digital literacy skills and use them to perform administrative tasks
- ◆ acquire skills to organise and support 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 straightforward digital literacy 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 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.

Information about typical learners who might do the Course

This Course is designed for those who are interested in administration and practical uses of IT and want to develop their administrative and digital literacy skills further. Learners who have completed the Course will be able to use the acquired knowledge, understanding and skills at home, in the wider community and in employment.

The Course takes into account the needs of all learners in that it recognises that young people achieve in different ways and at different paces.

Learners will develop a range of both generic and subject-specific skills, including the ability to use the following digital technologies: word processing, spreadsheets, databases and presentations; and the ability to use technology, including the internet, for electronic communication and investigation.

Learners will also develop the skills, qualities and attributes to organise and support events.

The Course will support learners' personal and social development and will serve them very well in their day-to-day lives, as well as preparing them for the next stage in their education and for entering the world of work. Whatever path they choose, those who have completed this Course will thus be able to play their part in the economic and social life of the 21st century effectively.

The Course opens up a range of progression routes — both vertical and lateral — to further education, including other National Qualifications, Skills for Work, National Progression Awards and National Certificates. It may also lead to employment and/or training in various industries.

Course structure and conditions of award

Course structure

The Course, which is practical and experiential in nature, develops both generic and subject-specific skills in administration-related contexts. The generic skills include the skills of remembering, understanding and applying as well as aspects of literacy and numeracy. The subject-specific skills, which include straightforward digital literacy, will enable learners to organise, process and communicate information, to carry out administrative tasks and to organise and support events.

This Course comprises four mandatory Units, including the Added Value Unit. All Units form a coherent whole, with learners' skills and related knowledge and understanding being systematically developed throughout the Course.

Units are statements of standards for assessment and not programmes of learning and teaching. They can be delivered in a variety of ways.

Administrative Practices (National 4)

The purpose of this Unit is to introduce theory of administration in the workplace. It will cover employee's responsibilities of security, health and safety, features of good customer care, and what is required of administrators. Learners will also apply straightforward digital literacy skills to carry out a range of administrative tasks for supporting events.

IT Solutions for Administrators (National 4)

The purpose of this Unit is to develop straightforward digital literacy skills to organise and process information. Learners will use word processing, spreadsheets and databases to create and edit business documents.

Communication in Administration (National 4)

The purpose of this Unit is to enable learners to develop straightforward digital literacy skills to gather and share information with others. Learners will communicate information showing an awareness of context, audience and purpose.

Added Value Unit: Administration and IT Assignment (National 4)

The purpose of this Unit is to use the knowledge, understanding and straightforward digital literacy skills developed in the other three Units. Learners will complete practical tasks to organise and support an event.

Conditions of award

To achieve the National 4 Administration and IT Course, learners must pass all of the required Units, including the Added Value Unit. The required Units are shown in the 'Course outline' section.

National 4 Courses are not graded.

Skills, knowledge and understanding

Full skills, knowledge and understanding for the Course are given in the *Added Value Unit Specification*. A broad overview of the mandatory subject skills, knowledge and understanding that will be covered in the Course is given in this section.

This includes:

- ◆ using straightforward functions of word processing, spreadsheets, databases and presentations in familiar contexts
- ◆ skills in using digital technologies, including the internet, for electronic communication and investigation in familiar contexts
- ◆ skills in supporting events
- ◆ knowledge and understanding of the skills/qualities and duties/tasks of administrators
- ◆ knowledge and understanding of employee's responsibility of security in the workplace
- ◆ knowledge and understanding of the features of health and safety and customer care

Skills, knowledge and understanding to be included in the Course will be appropriate to the SCQF level of the Course. The SCQF level descriptors give further information on characteristics and expected performance at each SCQF level

www.sqa.org.uk/scqf.

Assessment

Further information about assessment for the Course is included in the *Course Support Notes* and the *Added Value Unit Specification*.

Unit assessment

All Units are internally assessed against the requirements shown in the *Unit Specification*.

They can be assessed on an individual Unit basis or by using other approaches which combine the assessment for more than one Unit.

They will be assessed on a pass/fail basis within centres. SQA will provide rigorous external quality assurance, including external verification, to ensure assessment judgements are consistent and meet national standards.

The assessment of the Units in this Course will be as follows:

Administrative Practices (National 4)

In this Unit, learners will be required to provide evidence of:

- ◆ using straightforward digital skills to carry out tasks which support events
- ◆ knowledge and understanding of skills/qualities and tasks/duties of administrators
- ◆ knowledge and understanding of employee's responsibilities in the workplace, health and safety and features of customer care

IT Solutions for Administrators (National 4)

In this Unit, learners will be required to provide evidence of:

- ◆ using straightforward skills in word processing, spreadsheets and databases in familiar contexts
- ◆ creating and editing business documents

Communication in Administration (National 4)

In this Unit, learners will be required to provide evidence of:

- ◆ using digital technologies to find specific information from the internet and intranet
- ◆ preparing information using presentations
- ◆ communicating information

Added Value Unit

Courses from National 4 to Advanced Higher include assessment of added value. At National 4, added value will be assessed in an Added Value Unit. The Added Value Unit will address the key purposes and aims of the Course as defined in the Course Rationale. It will do this by addressing one or more of breadth, challenge and application.

In this Course, the Added Value Unit will focus on challenge and application.

The learner will be assessed by a practical administration and IT assignment drawing on the knowledge, understanding and skills developed across the Course. This will require learners to extend administration-related knowledge, understanding and skills, and to apply them in the context of organising and supporting an event.

Development of skills for learning, skills for life and skills for work

It is expected that learners will develop broad, generic skills through this Course. The skills that learners will be expected to improve on and develop through the Course are based on SQA's *Skills Framework: Skills for Learning, Skills for Life and Skills for Work* and drawn from the main skills areas listed below. These must be built into the Course where there are appropriate opportunities.

2 Numeracy

2.3 Information handling

4 Employability, enterprise and citizenship

4.1 Employability

4.2 Information and communication technology (ICT)

5 Thinking skills

5.1 Remembering

5.2 Understanding

5.3 Applying

Amplification of these is given in SQA's *Skills Framework: Skills for Learning, Skills for Life and Skills for Work*. The level of these skills will be appropriate to the level of the Course. Further information on building in skills for learning, skills for life and skills for work for the Course is given in the *Course Support Notes*.

Employability, enterprise and citizenship skills shown in this National Course provide automatic certification of Core Skill: Information and Communication Technology at SCQF level 4.

Administrative information

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History of changes to National Course Specification

Version	Description of change	Authorised by	Date
1.1	Core Skills information added.	Qualifications Development Manager	June 2013
2.0	Clarified the 'Purpose and aims of the Course' section. Amended the description of the Units in the 'Course structure and conditions of award' section to be more specific. Removed reference to desktop publishing throughout. Amended the wording in the 'Skills, knowledge and understanding' section and the content of Units in the 'Assessment' section. Some changes made to the format to improve accessibility.	Qualifications Manager	May 2024

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