

Route map through assessment

Course: Administration and IT

Level: National 5

This document is intended to assist teachers in planning and delivering the overall vision for Curriculum for Excellence.

The vision for the new national qualifications is to create assessment opportunities that follow and support learning and teaching. This follows the principles laid out in *Building the Curriculum 5* and makes assessment a natural part of learning and teaching.

This route map aims to signpost all of the relevant material that is available to support your subject. Your professional judgement is vital and the documents listed below are intended to support you in deciding the most appropriate ways to generate evidence and assess candidates.

Education Scotland has produced a professional focus paper for administration and IT, and this is a good starting point as it provides support to help develop learning and teaching approaches that take forward the purposes and principles of Curriculum for Excellence through Administration and IT National 5

http://www.educationscotland.gov.uk/Images/PFPAdminandITNat5_tcm4-741149.doc

Administration and IT National 5 course content

The main SQA administration and IT page is found at <http://www.sqa.org.uk/sqa/45943.html>, with pages specifically related to National 5 at <http://www.sqa.org.uk/sqa/47435.html>. Staff should also regularly check the updates and announcements section of this page.

The course specification can be found at

http://www.sqa.org.uk/files_ccc/CfE_CourseSpec_N5_SocialStudies_AdministrationandIT.pdf.

There are three units: Administrative Practices, IT Solutions for Administrators and Communication in Administration.

Administrative Practices: Broad introduction to administration in the workplace, key legislation, customer care, the skills, qualities and attributes of a good administrator, range of administrative tasks to organise and support small-scale events.

IT Solutions for Administrators: Develop skills in IT, problem solving, organising and managing information, creating and editing business documents.

Communication in Administration: Use IT for gathering and sharing information, reliability of sources and appropriate gathering methods, communicating information appropriately.

More detail on course coverage can be found in the course support notes.

http://www.sqa.org.uk/files_ccc/CfE_CourseUnitSupportNotes_N5_SocialStudies_AdministrationandIT.pdf



Further mandatory information on course coverage is found on page 8 of the course assessment specification.

http://www.sqa.org.uk/files_ccc/CfE_CourseAssessSpec_N5_SocialStudies_AdministrationandIT.pdf

A course comparison from National 3 to National 5 is also available.

http://www.sqa.org.uk/sqa/files_ccc/Administration_and_IT_Course_comparison.pdf

Course assessment

At National 5 added value will be assessed in a course assessment, which consists of an assignment. It will focus on challenge and application. The course will be graded A–D.

http://www.sqa.org.uk/files_ccc/CfE_CourseAssessSpec_N5_SocialStudies_AdministrationandIT.pdf

The assignment will be set by the SQA on an annual basis and conducted by a submission date set by them. It will be carried out under supervised conditions without the use of any reference materials in a period of 4 hours (although additional time is allowed for printing). The assignment will have 100 marks and will be marked externally. Learners should carry out the assignment as an individual task. The assignment will be conducted in **two** stages: preparing for an event and follow-up tasks relating to the event. More detail of the range of activities to be covered are found on page 5 of the course assessment specification. Learners will be given the opportunity to demonstrate the use of advanced IT functions, skills in using technology for investigation, skills in using technology for electronic communication, administrative skills and skills in problem solving. Further general assessment information, including details about marking the various skills and the full assessment conditions, can be found at http://www.sqa.org.uk/files_ccc/GAInfoNational5AdministrationandIT.pdf.

Unit assessment

Units are mandatory when taken as part of the Administration and IT National 5 course but they can be taken independently. Unit support notes follow on from the course support notes.

http://www.sqa.org.uk/files_ccc/CfE_CourseUnitSupportNotes_N5_SocialStudies_AdministrationandIT.pdf

Each individual unit also has a National 5 unit specification. Each unit specification gives details of the outcomes and assessment standards.

[Administrative Practices](#)

http://www.sqa.org.uk/files_ccc/CfE_Unit_N5_AdministrationandIT_AdministrativePractices.pdf

IT Solutions for Administrators

http://www.sqa.org.uk/files_ccc/CfE_Unit_N5_AdministrationandIT_ITSolutionsforAdministrators.pdf

[Communication in Administration](#)

http://www.sqa.org.uk/files_ccc/CfE_Unit_N5_AdministrationandIT_CommunicationinAdministration.pdf

Learners must meet all the outcomes and assessment standards, and staff should read the documentation carefully. Evidence may be generated through learning and teaching. Assessment evidence can be drawn from a variety of activities and presented in a variety of formats. All of the evidence does not have to be generated from one activity but can be from several tasks and assessments carried out throughout the course. A combined approach to assessment is recommended for a variety of reasons, including minimising repetition, allowing more time for learning and allowing more efficient management of the assessment process. Careful tracking of this is

required. Staff should use their professional judgment when looking at the assessment evidence and ensure that minimum competency is met. They should undertake quality assurance regularly. Unit assessment support is kept on the SQA Secure website.

Verification

The verification process is meant to be supportive and not onerous.

Internal verification is the process of ensuring standards are applied uniformly and consistently within a school in line with national standards. External verification is the process of ensuring that national standards are maintained consistently across all schools.

Quality assurance: <http://www.sqa.org.uk/sqa/58448.html>.

Prior verification

http://www.sqa.org.uk/files_ccc/Prior%20Verification%20Centre%20Guidance%20FINAL.pdf

Staff who devise their own assessments can send them to SQA for prior verification, free of charge. This is only necessary where significant changes have been made to the unit assessment provided. It gives departments confidence that their proposed assessment is fit for purpose and meets national standards.

Internal verification

http://www.sqa.org.uk/sqa/files_ccc/InternalVerificationGuideforSQAcentres.pdf

As a matter of course staff should be quality assuring their assessments by carrying out activities that they have always done for NABs, for example double marking and blind marking. A sample of learners' work could be marked by more than one staff member in a department, and in single-person departments an arrangement should be made with another local authority school.

External verification

In administration and IT schools will submit a sample of learners' evidence for scrutiny by subject-specialist qualification verifiers. SQA intend that every school will be verified over the first few years. Verification will take place in November, February and May. Twelve samples will be asked for.

<http://www.sqa.org.uk/sqa/66833.html>

http://www.sqa.org.uk/sqa/files_ccc/Evidence_required_for_verificationevents.pdf

Schools must retain the evidence until 31 July of each academic year.

http://www.sqa.org.uk/sqa/files_ccc/SQA_Evidence_retention_requirements_A3_table.pdf

Key messages from verification will be put up on the SQA website.

Recognising positive achievement

http://www.sqa.org.uk/files_ccc/Recognising_Positive_Achievement_N4N5.pdf

This is only applicable to National 5, **not** Higher. A learner who achieves 'No Award' in a National 5 course assessment will be able to gain a National 4 course award, as long as he/she has passed all the internally assessed units of the National 5 course **and** has passed the National 4 Added Value Unit.

Results services

http://www.sqa.org.uk/sqa/files_ccc/FA6669_SQA_Results_Services_A5_8pp_brochure_web.pdf

<http://www.sqa.org.uk/sqa/65427.html>

There are no longer any appeals. The SQA offers two services: (1) Exceptional Circumstances Consideration Service (within ten days of sitting external assessment) and (2) Post Results Service. The latter consists of either a clerical check or a marking review. It is likely that these will be carried out in conjunction with the school SQA co-ordinator.

Education Scotland support materials

Advice and support for new national qualifications (Glow password required):

<http://www.educationscotland.gov.uk/nqcoursematerials/subjects/Administration/coursematerials.asp>

<http://www.educationscotland.gov.uk/nqcoursematerials/subjects/Administration/learningandteaching.asp>

Other useful websites

A quick guide to finding vital information about Curriculum for Excellence:

<http://www.educationscotland.gov.uk/keycfesupport/index.asp>

This appears under three headings:

- the latest guidance, updates and plans for embedding Curriculum for Excellence
- information on assessment
- information on the new qualifications.

The BBC has pulled together all its learning content in a new Knowledge and Learning Beta site that includes Class Clips:

www.bbc.co.uk/education