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