

Office Administration

HIGHER NATIONAL DIPLOMA

办公行政

【英】苏格兰学历管理委员会 (SQA)

Unit Student Guide

BUSINESS



 中国时代经济出版社


SCOTTISH
QUALIFICATIONS
AUTHORITY

Office Administration

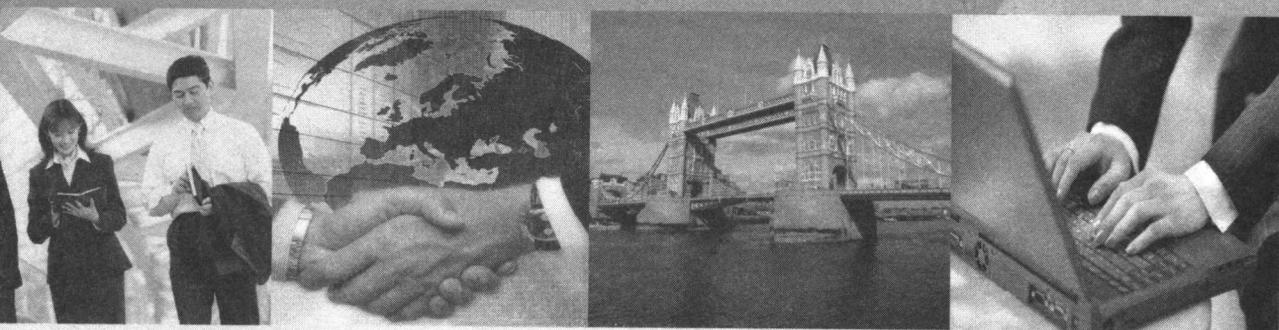
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Office Administration

办公行政

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1

Introduction to the unit

1.1

What this unit is about

This Unit has three Outcomes and is preparation for working as an administrator. In Section 1 we look at the role of the office supervisor/administrator, including decision making at strategic, operational and tactical levels and target setting using SMART targets. We also study different organisational structures, including line, line and staff and functional. We look at different methods of communication and how to evaluate the effectiveness of these and finally we look at reporting methods for meetings.

In Section 2 we consider systems and procedures found in the office such as for mail, photocopying, stock control, etc. and learn how to evaluate such procedures. (It is assumed that candidates have some knowledge of standard office procedures). We then redesign procedures to overcome the flaws identified and consider how to obtain and evaluate feedback on new procedures introduced. This Outcome includes forms design (as these may have to be designed for new procedures).

In Section 3 we examine current and emerging employment legislation with a view to being able to

interpret and advise on this. Areas covered include equal pay, sex and race discrimination, disability discrimination, fair/unfair dismissal and redundancy, *Employment Rights Act, 1996*, rehabilitation of offenders, *Computer Misuse Act, 1990* and *Regulation of Investigatory Powers Act, 2000*. This list is not exhaustive and candidates are advised to keep themselves up to date by accessing the internet. The ACAS site www.acas.org.uk is particularly useful for this purpose.

1.2 Outcomes

When you have completed all the work for this Unit you will be able to:

1. Evaluate the effectiveness of business communication.
2. Design, implement and evaluate administrative systems and procedures to meet organisational needs.
3. Interpret and advise on current legal and regulatory requirements relating to working in an administrative environment.

These are the three Outcomes which must be achieved for successful completion of this Unit.

1.3
Unit structure

This Unit contains the following study sections:

Section number and title	Approx. study time
1. Evaluate the effectiveness of business communication	14 hours
2. Design, implement and evaluate office systems and procedures to meet organisational needs	10 hours
3. Interpret and advise on current legal and regulatory requirements relating to working in an administrative environment	16 hours

1.4
How to use these learning materials

Try to study your pack at a regular time, for example on a particular evening at a set time. This will allow you to get into a routine and keep to your study schedule. You will be working on one section at a time and throughout each section there are questions and activities with suggested solutions that will allow you to check if you understand the part which you have just completed. If you do not get these questions correct, you are advised to go back through the section they cover. If you are still unsure of any aspect, you should contact your tutor for clarification.

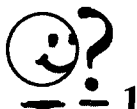
Once you have completed a whole section there may be a tutor assignment (TA) that you should undertake and submit to your tutor. This will allow your tutor to judge whether you are ready to undertake your assessment for that outcome.

1.5

Symbols used in this unit

These learning materials allow you to work on your own with tutor support. As you work through the course, you'll encounter a series of symbols which indicate that something follows which you're expected to do. You'll notice that as you work through the study sections you will be asked to undertake a series of self-assessed questions (SAQs), activities and tutor assignments (TAs). An explanation of the symbols used to identify these is given below.

Self-Assessed question



This symbol is used to indicate a Self-Assessed Question (SAQ). Most commonly, SAQs are used to check your understanding of the material that has already been covered in the sections.

This type of assessment is self contained; everything is provided within the section to enable you to check your understanding of the materials.

The process is simple:

- you are set SAQs throughout the study section
- you respond to these, either by writing in the space provided in the assessment itself, or in your notebook

- on completion of the SAQ, you turn to the back of the section to compare the model SAQ answers to your own
- if you're not satisfied after checking out your responses, turn to the appropriate part of the study section and go over the topic again.

Remember — the answers to SAQs are contained within the study materials. You are not expected to 'guess' at these answers.

Activity



This symbol indicates an activity which is normally a task you'll be asked to do which should improve or consolidate your understanding of the subject in general or a particular feature of it.

The suggested responses to activities will follow directly after each activity.

Remember that the SAQs and activities contained within your package are intended to allow you to check your understanding and monitor your own progress throughout the course. It goes without saying that the answers to these should only be checked out after the SAQ or activity has been completed. If you refer to these answers before completing the activities, you

can't expect to get maximum benefit from your course.

Tutor assignment — formative assessment

Tutor assignment



This symbol means that a tutor assignment (TA) is to follow. These will be found at the end of each study section. The aim of the TA is to cover and/or incorporate the main topics of the section and prepare you for unit (summative) outcome assessment.

2

Other resources required

When undertaking this Unit it is desirable to have access to a PC and the internet, particularly for Outcome 3, to allow the candidate to be as up to date as possible in this area.

If the candidate is not familiar with standard procedures found in offices access to an administrative textbook that has information on standard office procedures would be useful.

3

Assessment information

3.1

How you will be assessed

Outcome 1

The assessment will take the form of a case study, undertaken under controlled conditions (in class), under open book conditions. You are required to demonstrate your knowledge/skills by preparing a response (minimum 500 words) and evaluating problem areas from a given case study.

Outcome 2

Again this will be assessed by a case study under controlled conditions (in class) under open book conditions. The case study will be a scenario which allows the evaluation of an existing procedure, the design or a procedure to meet organisational needs including any relevant forms and the implementation of the new system. The response must be a minimum of 500 words.

Outcome 3

You will be required to demonstrate your knowledge/skills by giving short responses to three scenarios for

three different pieces of legislation with two questions per scenario. This will be assessed under controlled conditions (in class) with access to paper based legislation notes or the internet.

Graded unit

Office Administration will be further assessed as part of the graded unit examination towards the end of the course.

3.2

When and
where you will
be assessed

Assessment will take place at your college or at an alternative centre under supervised conditions by arrangement.

3.3

What you have
to achieve

The standard for a pass in each assessment is no errors.

3.4 Opportunities for reassessment

Normally, you will have one attempt to pass an assessment with one reassessment opportunity.

Your centre will also have a policy covering 'exceptional' circumstances, for example if you have been ill for an extended period of time. Each case will be considered on an individual basis, and is at your centre's discretion (usually via written application), and they will decide whether to allow a third attempt. Please contact your tutor for details.