

办公技术

BUSINESS

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【英】苏格兰学历管理委员会 (SQA)
Scottish Qualifications Authority

Unit Student Guide

Office Technologies

DG9N 04



 中国时代经济出版社


SCOTTISH
QUALIFICATIONS
AUTHORITY

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Office Technologies

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1

Introduction to the Scottish Qualifications Authority

This Unit **DG9N 04—Office Technologies** has been devised and developed by the Scottish Qualifications Authority (SQA). Here is an explanation of the SQA and its work:

The SQA is the national body in Scotland responsible for the development, accreditation, assessment, and certification of qualifications other than degrees.

Its website can be viewed on: www.sqa.org.uk

SQA's functions are to:

- devise, develop and validate qualifications, and keep them under review
- accredit qualifications
- approve education and training establishments as being suitable for entering people for these qualifications
- arrange for, assist in, and carry out, the assessment of people taking SQA qualifications

- quality assure education and training establishments which offer SQA qualifications
- issue certificates to candidates.

In order to pass SQA units, students must complete prescribed assessments. These assessments must meet certain standards.

The Unit Specification outlines the **three** Outcomes that students must complete in order to achieve this unit. The Specification also details the knowledge and/or skills required to achieve the Outcome or Outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each Outcome or Outcomes.

2

Introduction to the Unit

2.1
What is the Purpose of this Unit?

This unit sets in context the effective use of modern office technologies for administration purposes. This unit will be relevant for candidates wishing to enhance their knowledge and skills in ICT.

2.2
What are the Outcomes of this Unit?

1. Understand the factors involved in the choice of technologies employed in modern offices.
2. Use Internet technologies to carry out administrative tasks.
3. Plan and organise work using electronic tools.

2.3
What do I Need to be Able to do in Order to Achieve this Unit?

Complete the theory exercises which cover the factors involved in working with new technologies. Be able to use the Internet and other electronic technologies effectively and efficiently to work smarter and complete the necessary exercises. Finally to pass the assessments which are internally set and marked.

2.4
Approximate
Study Time for
This Unit

Notional 40 hours.

2.5
Equipment/
Material
Required for this
Unit

Access to a PC with Internet access and software for word processing. Use of appropriate newspaper articles or websites. Up to date text books in office administration/management, any journals on office equipment or developments.

2.6
Symbols Used
in this Unit

The various Learning Materials sections are designed so that you can work at your own pace, with tutor support. As you work through the Learning Materials (see Section 5), you will encounter symbols. These symbols indicate that you are expected to do a task. **These tasks are not Outcome Assessments.** They are exercises designed to consolidate learning or encourage thought, in preparation for the Outcome Assessment (see Section 3—Assessment Information for this Unit).

Activity



This symbol indicates an Activity (A). Usually, activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it.

In this unit, you are asked to undertake four activities. The activities will not serve this purpose if you refer to the responses prior to having attempted the Activity.

Self Assessed Question



This symbol indicates a Self Assessed Question. Using a Self Assessed Question helps you check your understanding of the content that you have already covered. The Self Assessed Questions in this guide will often take the form of **restricted response or multiple choice questions**.

Everything is provided for you to check your own responses. Answers to the Self Assessed Questions are to be found at the back of the Unit Student Guide. Where suggested responses to activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the activity**. The activities throughout the Unit Student Guide will help you to prepare yourself for the formal assessments, and to identify topic areas in which you will require clarification and additional tutor support. The activities will not serve this purpose if you look at the answers before trying the activity!

Self Assessed Questions and activities are designed to be checked by you. No tutor input is necessary at this stage unless special help is requested, although from time to time your tutor may wish to view your responses to Self Assessed Questions to see how you are progressing.

3

Assessment Information for this Unit

3.1

What Do I
Have to Do to
Achieve This
Unit?

Evidence for this unit will be generated through assessment undertaken in open book but controlled or supervised conditions.

For Outcome 1 you will be expected to produce a short report of 500 words based on a case study which will sample from the knowledge and skills.

For Outcomes 2 and 3 both Outcomes will be assessed together as a practical exercise and again will sample from the knowledge and skills. You will be expected to use the Internet effectively and efficiently and produce a series of printouts which should be presented in a folder for assessment.

4

Suggested Lesson Plan

The Learning Materials (see Section 5) are designed to lead you through a series of activities which will allow you to consolidate your learning and check on your own progress.

Office Technologies

Suggested Study and Assessment Schedule

Week	Details
1	Outcome 1 —Intro Hardware and Software—Do SAQs 1-3
2	Case Study—Assignment Visit to modern office—arrange work or research new office developments—use www
3	Complete Assignment 1 and submit to tutor
4	Networks/email—Complete SAQ 4 and send Assignment 2 +Assignment 3 to tutor for marking
5	Choices and Issues, the future and legislation—Complete Assignment 4 and send to tutor
6	Outcome 2 —Use of the Internet/Searching Techniques—complete Assignment 5—send to tutor
7	Validating Sources—SAQ 5

Week	Details
8	Full use of email facilities—Assignment 6 to tutor
9	Windows—File Management Techniques—SAQ 6, send Assignment 7 to tutor
10	Outcome 3 —Diary management—SAQ 7, send Assignment 8 to tutor
11	Use of electronic memory aids and diaries practice functions
12	Consolidation and catch up on Assignments especially if anyone has missed any classes
13	Mock Assessment—work through with class
14	Mock Assessment—work through with class
15	Arrange for Assessment—Outcome 1—Case Study
16	Arrange for Assessment—Outcome 2/3—Practical Exercise
17	Assessment to be submitted— Deadline
18	Feedback/Resubmission (if necessary)

5

Learning Material

This maybe the first time you have studied this way, however, the main thing to remember is not to undertake too many big sections of work at one time and to try all the SAQs (Self Assessment Questions) to make sure that you are understanding what you are reading. Some words will be highlighted, it is recommended that you use the Internet and a search engine like “Google” to find out what these words mean. Assignments should be sent to your tutor for marking.

Content of the Unit

This unit sets in context the effective use of modern office technologies for administration purposes. While the exact time taken to study the unit is at your discretion there is a notional design length of 40 hours. This means that should you study on average two hours a week this unit should take 18-20 weeks to complete. The schedule should be used as a **guide** to keep you on track and to make sure that you do not miss assessment dates.

There are **three** Outcomes in this unit.

Outcome 1

Understand the factors involved in the choice of technologies employed in modern offices.

Outcome 2

Use Internet technologies to carry out administrative tasks.

Outcome 3

Plan and organise work using electronic tools.

Assessment

Evidence for this unit should be generated through assessment undertaken in open book controlled conditions.

The assessment for Outcome 1 is a case study requiring a response of approximately 500 words. In your answer you will be expected not to just quote facts, but to display your knowledge and understanding by drawing conclusions and providing solutions.

Outcomes 2 and 3 are assessed together and the assessment will be of a more practical nature requiring you to produce hard copy with written explanations.