

Higher Administration:

An outline of the remaining time...

In the February Break you should be reviewing all theory topics covered so far:

- Describing strategies for effective time and task management and their importance
- Describing the characteristics of effective teams
- Explaining benefits of good, and consequences of poor, customer care
- Describing a mechanism for monitoring and evaluating the quality of customer care
- Methods of Communication (and barriers to communication)
- Security of Information
- Looking at the YouTube channel: knox.is/adminvideo

(these are videos produced by another Business Education teacher and provide some useful demonstrations)

All PowerPoints and the example exam questions are available on the school website: gorf.it/had

ANSWER THE FOLLOWING for Tuesday 23 February 2016:

2007 2/Q2d

Describe 4 methods of communicating to employees changes in health and safety legislation. (4)

2010 2/2b

Describe 2 key responsibilities employers have with regards to Display Screen Equipment regulations. (4)

2006 2/Q5cii

Suggest possible implications for the employee if Display Screen Equipment Regulations are not followed. (4)

We are currently working on:

- Explaining the strategies to ensure compliance with workplace legislation

Before a practice theory assessment on Friday 4 March 2016, we will also cover:

- Meetings: The role of office bearers and use of IT

Before the Final Coursework Assignment, there will be opportunities for:

- Additional practice of practical tasks in a similar style to the final assignment – there are a total of 5/6 in this style some of which you have already been using. Remember the use of the old Higher past papers too
- At least one session on a Tuesday ‘under exam conditions’ for time management practice
- One-2-one support after-school, in addition to support in class

Your Final Coursework Assignment is on Monday 21 March 2016

(70 marks – two hours)

In the last week of term and in the 3 weeks after the Easter Break (there is no further practical work at this stage) we will cover:

- Explaining how modern IT has had an impact on working practices

Your Final Exam is on Tuesday 17 May 2016

(30 marks – one hour)