

Supporting Your Learner

Higher

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Course Outline

There are 3 units in the course:

Administrative Theory and Practice

Learners will acquire an in-depth knowledge and understanding of the factors contributing to the effectiveness of the administration such as: the strategies for effective time and task management; workplace legislation; effective teams; customer care and the impact of IT on the workplace.

IT Solutions for Administrators

Learners will develop the ability to use a range of advanced functions, in word processing, spreadsheets, and database software. This unit will also cover emerging technologies as they develop. Learners will analyse, process and manage information in order to create and edit complex business documents.

Communication in Administration

Learners will develop an understanding of barriers to communication and ways of overcoming them to ensure communication is understood. This Unit will also develop learners' knowledge and understanding of how to maintain the security and confidentiality of information, and how to communicate effectively in order to improve and/or maintain quality and competitiveness.

Students will complete a two-hour Coursework Assignment under exam conditions before the Easter Holidays (worth 70% of their Overall Grade).

During the SQA Exam Diet they will be assessed on their theory during a one-hour examination (worth 30% of their Overall Grade).



Exam Preparation

Students throughout the year should be completing their self-assessment checklists and noting areas of difficulty especially with practical material, so that individualised support can be given. Past paper questions will be issued on a regular basis to assess comprehension of theory material in the course.

It is important that students regularly review practical material in the course, so that they can confidently tackle the Coursework Assignment. There is a wide range of material from past examinations available that students will use in class and as part of their own revision. If Microsoft Office packages are available at home, it is possible for students to take a copy of the required files home to carry out extra practice; alternatively use time after-school or study periods to do this.

For theory questions, a full understanding of the use of the command words is essential in order to provide suitable detail in answers to achieve full marks in examination questions.

Useful Websites

The [school website](#) contains all PowerPoint material from the course, and is regularly updated with additional material as appropriate.

For practical assistance, there is a [YouTube Channel created by Business Education](#) colleagues which may prove to be of assistance .

[Course Arrangement Details](#) are available on the SQA website.



Useful Textbooks

The following textbooks are available for Higher Administration & IT

- [CfE Higher Administration & IT Study Guide](#) – BrightRED
- [How to Pass Higher Administration & IT](#) – Hodder and Gibson (published 29 April 2016)

Students should speak with their teacher early in the session, as a whole class order may be able to be placed at a significant discount.

Revision Classes

Support is provided whenever needed and students should discuss with their teacher to arrange mutually convenient times for extra support after-school.

SQA Past Papers

[Previous Examination Materials](#) are available on the SQA website including electronic files and marking instructions.

Understanding Standards

[Previous candidate responses](#) can be view on the Understanding Standards website along with marker commentary.

