Study Skills
Study Skills **Course Milestones for Students**

Course Title: ADMINISTRATION AND IT	**Level: NATIONAL 5**

Month	Work to be covered/Topics/Activities/Assignments
June/July	Course Induction ADMINISTRATION IN THE WORKPLACE: • What is Administration and how has it changed in recent times • The Role of the Junior Administrator incl skills and qualities required • Recruiting a Junior Administrator – Job Description, Person Specification, Advert IT APPLICATIONS: • Keyboarding – fingering, use of shift key, hyphen and dash, special characters, numbers, time, money and measurements, proof reading • Word – setting margins, selecting text, changing font/font size, changing line spacing, using formatting eg bold, italics and underline
August	ADMINISTRATION IN THE WORKPLACE: • Customer Service – internal and external customers, effects of good and bad customer service, how to find out what customers think, customer service strategies/mission statements IT APPLICATIONS: • Different types of Headings • Manuscript Correction Signs
September	ADMINISTRATION IN THE WORKPLACE: • Health and Safety in the Office • Employee Rights and Responsibilities as regards safety • Employer Responsibilities as Regards Safety • Health and Safety at Work Act • Display Screen Equipment Regulations • Reporting Accidents and Incidents at Work IT APPLICATIONS: • Manuscript Correction Signs Assessment • Layout of Business Letters • Designing Business Letterheads • Layout of Memorandums • Tables • Setting up a 4-page Booklet • Using Tables for Forms and Itineraries
October	ADMINISTRATION IN THE WORKPLACE: • Security of People, Property and Information • Role of Receptionist (Security) • Data Protection Act (8 Principles) IT APPLICATIONS: • Powerpoints – use of master slides, inserting animation, hyperlinks, slide transitions and different ways of printing • Designing an effective poster

November	ADMINISTRATION IN THE WORKPLACE • Administration in the workplace Assessment • How to write an appropriate email for business use, including appropriate greetings and closes (setting up a signature) IT APPLICATIONS: • Databases – creating tables, queries, forms and reports • Relational Database Queries • Use of Mail Merge • IT Applications Assessment using word and database files (incl mail merge)
December	COMMUNICATION IN ADMIN: • Tasks using Powerpoint, Posters, Leaflets • Using the Internet as a source of information • Methods of technology used to communicate information • Communication in Admin Assessment IT APPLICATIONS: • Spreadsheets – entering data, editing, conditional formatting, entering formula and creating charts, naming cells, IF Statements and Countif Statements, working with multiple worksheets, Absolute Cell Referencing
January	ADMINISTRATION IN THE WORKPLACE: • Organising and planning an event eg a meeting, charity event or training day • Planning documentation • Revision for Prelim IT APPLICATIONS: • Creation of name cards and wristbands • Documents used in meetings eg Notice of Meeting and Agenda, Minutes • Revision of Word, Database and Spreadsheet tasks for Prelim
February	COMMUNICATION IN ADMINISTRATION: • Use of Intranets • Emerging Technologies • Consequences of using reliable and unreliable sources of information IT APPLICATIONS: • Creating labels and badges using Database software • Spreadsheet Assessment • Practice of past SQA Assignment papers
March	• Practice of past SQA Assignment papers • **N5 Course Assignment** • **Nat 4 Added Value Unit**
April	• Preparation for Final exam – databases, spreadsheets and theory

Please fill in details below outlining what support is available for students completing this course. Please include on-line resources, books and details of revision sessions. If appropriate match the resource to the topics in the milestone calendar.

Resources	Topic/Activity/Assignment
TEXTBOOKS/NOTES ISSUED BY SCHOOL: Hodder Gibson Nat 4 & 5 Administration and IT Leckie & Leckie Nat 4 & 5 Administration and IT Course Notes **TEXTBOOKS THEY CAN BUY THEMSELVES:** How to Pass textbooks **LUNCHTIME REVISION SESSIONS:** Pupils can access the computer rooms during lunchtimes by prior arrangement with the teacher to practice tasks using the computer	*Most useful for the IT Applications and Communication in Administration tasks* *Most useful for ADMINISTRATION IN THE WORKPLACE notes*