Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 1 in Office Administration
Qualification code: PQFC00010112

Qualification Structure					
Qualification Type: Principal Qualification	Discipline: F	Sector: C00	Level: 5	No in series: 01	Year of approval: 12
Credit value: 13 Credit hours		Certification requirement: 4 Units: 2 Core; 2 Specialist			

Qualification aims

The aim of the qualification is to prepare early school leavers that have not completed the minimum schooling to enter the workplace and perform very basic duties in office communication, active citizenship, personal planning and preparation of portfolios in an office environment and to consider the skills they have and the careers that they may be interested in.

Qualification units

Core units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC000100112	1	Understand basic communication skills	1	4
OF450100112	2	Understand active citizenship in the local community	1	3

Specialist Units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
OF950100112	3	Plan personal skills for career development	1	3
OF450100212	4	Prepare portfolios of evidence	1	3

Optional Units

Unit code:	Unit no:	Unit title:	Level:	Credit value:

Prerequisites

Entry Requirements:	Required skills and knowledge
No entry requirements of skills and knowledge ability	• Basic numeracy • IELTS equivalent of 2.0 • No pre-requisite requirement

Qualification Pathways

This qualification	Pathways
Certificate 1 in Office Administration	Certificate 2 in Office Administration Certificate 3 in Office Administration Certificate 4 in Business Administration Diploma in Business Administration

Copyright and Ownership	Modification history	
ACTVET is the owner of this qualification	Release No: 1	Previous Code:
	Comment:	New Code:
National Occupational Standards	Not available	

Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 1 in Office Administration Qualification code: PQFC00010112 Qualification Overview	
This qualification is suitable for	This qualification is suitable for early school leavers that have not completed minimum schooling to enter the workplace and perform very basic duties in an office environment.
Target market	The target market for this qualification is for young and early school leavers with low skill or knowledge and no experience of work.
Job related activities/tasks	The core components contain knowledge and skill in: Basic communication skills, planning personal skills for career development and preparing a portfolio of evidence.
Work context/conditions	This qualification is for any individual who is, or wishes to be, involved in the basic job functions in any organisation or business in any sector, or field.
Example employers	Government organisations. Private sector employers.

Example jobs	Related Occupations
Office person Messenger Clerk	Door man Security guard
Employability	This qualification includes employability skills.
Professional Association:	International professional association such as Chartered Institute of Management.

Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 1 in Office Administration Qualification code: PQFC00010112 Delivery and Assessment

Mode of delivery

Mode of delivery will be classroom or any other mode of delivery that meets the needs of the learner, ensuring learner has access to appropriate resources.

It is strongly advised that learning and development of subject content and associated skills be referenced to real vocational situations in an office environment.

Arrangements for learners with special assessment requirements

Arrangements for learners with special assessment requirements may need to be adapted to meet;
- language requirements
- cultural or religious requirements
- physical disabilities
- particular learning needs.

Trainer qualifications

Training of learners will be by qualified Licensed Vocational Trainers who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Trainer (proposed). Licensed Vocational Trainers should be qualified and have recent experience of work in office environments.

The trainer will comply with all licensing and accreditation requirements for an ACTVET Licensed Trainer.

Training methods

Licensed Vocational Trainers must use appropriate methods of training for classroom environment that reflects the vocational requirements of a workplace setting. Learning must be paced to meet the learner's needs, preferred style of learning and is taught at a level where all learners comprehend the concepts trained.

Assessment

Assessment will be in classroom environment conducted by Assessors who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Assessor. Assessment methodology will be selected to utilise the most appropriate methods of assessment for the knowledge or skill involved and will be tailored to meet the requirements of the Unit Standards. Assessors must take into consideration any special assessment arrangements for learners to ensure learners are not disadvantaged in the assessment process.	Assessors must have: • licensed Vocational Assessor qualifications or similar • applied industrial experience • assessment practices that meet QFEmirates National Standards of assessment • regular professional development practices.

Assessment methods	
All assessment methods must use the appropriate assessment methods to assess knowledge and skill. There must be fair, valid, reliable, authentic and sufficient evidence for all assessment criteria. A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this qualification: • assessment of written reports summarising results of candidate skills assessment and selection outcomes • observation of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • oral or written questioning • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors, managers, clients or candidates.	

Assessor decisions will make assessments that will be coded according to the following schedule:	Code to be inserted on record sheet
Observation of the candidate by the assessor (Role play scenarios included)	O
Examination of the evidence by the assessor:	
Examination of a product	EP
Examination of the witness/expert testimony	EWT
Examination of a case history	ECH
Examination of a personal statement	EPS
Examination of written answers to questions	EWQ
Questioning of the candidate or witness by the assessor:	
Questioning of the candidate	QC
Questioning of the witness	QW
Professional Discussion	PD
Realistic working environment	RWE
Simulation	S

Verifier	Vocational verifiers must have
The Verifier will observe Assessors carrying out assessments, review assessment decisions from the evidence provided and hold meetings with the assessment team to ensure consistency in the use of paperwork and interpretation of the qualification's requirements. Verifiers will ensure that learner tracking of registration for qualifications, assessment decisions and achievement, are recorded and maintained accurately and timely and are open to scrutiny.	• verifier qualifications or similar • applied industrial experience • verification practices that meet NQEmirates National Standards of verification • regular professional development practices • ability to manage the learner's work environment for the verification process • ability to evidence standardisation processes.

Verification method	
Assessment and verification process will conform to the following:	
• Institute systems for learner, assessment and verification are unified. • Qualified Assessors must be used for all assessment. • Learner's achievement is evidenced and recorded. • Learner is included in the assessment decision making process. • Assessment of learner's achievement is evidenced by best practice. • Assessment takes into account diversity and language differences. • Assessment of learner's achievement is tracked and recorded. • Learner will be able to compile their portfolio using their preferred technology. • Assessment uses valid, fair, authentic and reliable practice and reduces barriers to assessment.	• Evidence collection makes efficient use of assessment opportunities and work production. • Licensed Vocational Verifiers must be used for all verifications. • Verification of learner's achievement is evidenced by best practice. • Verification of learner's achievement is tracked and recorded. • Standardisation of assessment and verification processes are evidenced • Evidence of sharing of learner, assessor and verifier best practice. • Evidence that complaints are addressed, recorded and solved effectively. • National Industry Sector Classification Code (SIC) to classify units and qualifications as per the guidance in the QFEmirates handbook.

Assessing and grading

This qualification is a knowledge, skills and application qualification. Assessment should, where possible, take a holistic approach. Assessment in one unit can be used as the assessment for another, if the assessed piece of work covers the criteria in the units. Assessment must be accessible for learners and the process of assessment as simple as possible. Learners must demonstrate competence by producing a portfolio of evidence.

This qualification is examined in two ways: assessment of performance and underpinning knowledge. All performance is assessed by an assessor against the performance criteria and recorded in the Cumulative Assessment Record. Competence recognises all qualification requirements have been achieved. Not yet competent means all requirements have been attempted but yet to be achieved, insufficient evidence means all requirements have not been attempted. Underpinning knowledge is examined that more than 80% of the predetermined marking criteria should be met.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended will require prior approval from the External Verifier.

Learner evidence

Learners must demonstrate knowledge and skill achievement in a presented portfolio.

Integrated assessment

Opportunities for integrated assessment are possible between units1, 2, 3, and 4.

Risk in assessment
The learner's work environment needs proper management and risk management analyses. The following risks will be observed in the training, assessment and verification phases: • health and safety • stressing the learner • inauthentic evidence/collation/unjustifiable support to the learner • over-assessment • potential of unfairness to the learner • failing to meet assessment strategy of a qualification.
Appeals procedure
In the event that a learner judges that he is being unfairly considered in the assessment or verification process he has the right to appeal using the recognised appeals procedure and documentation (not included in this submission). In the event that an assessor judges that he is being unfairly considered in the assessment or verification process he has the right to appeal using the recognised appeals procedure and documentation.

Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 1 in Office Administration Qualification code: PQFC00010112 Unit: 1 Unit title: Understand basic communication skills Unit code: FC000100112 Business Administration		
Level: 1	Credit value: 4	Notional learning hours: 60 hours

Unit information
Unit description of content
This units covers the competency in knowing how to identify communication in the workplace; how to use communication in the workplace, and being able to follow instructions in the workplace. It deals with identifying communication in the workplace, sources of information, lines and types of communication, use of communication skills in the workplace, listening, speaking, questioning, following instructions in the workplace, identifying when instructions are given, following instructions, and knowing who to inform when instructions are completed.
Information for learning and achievement
This unit is a knowledge, skills and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.
Assessment strategy
Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome. This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted. This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier. Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement
Keep evidence of learners' work in the centre for up to one year.
Encourage learners to maintain learning logs and evidence of professional development.
Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training		
Office Administration		
Qualification title: Certificate 1 in Office Administration		
Qualification code: PQFC00010112		
Unit: 1		
Unit title: Understand basic communication skills		
Unit code: FC000100112		
Business Administration		
Level: 1	Credit value: 4	Notional learning hours: 60 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to identify communication in the workplace

Performance criteria:

1.1. Sources of information are identified for communication purposes.

1.2. Types of communication are identified.

1.3. Lines of communication are identified.

Learning outcome 2: Understand how to use communication skills in the workplace

Performance criteria:

2.1. Listening skills are used.

2.2. Speaking skills are used.

2.3. Questioning skills are used.

Learning outcome 3: Be able to follow instructions in the workplace

Performance criteria:

3.1. Instructions are identified when given.

3.2. Instructions are followed as given.

3.3. Know who to inform when instructions are completed.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.

· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.

· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.

· Learners should demonstrate no less than 80% of the requirements for the summative assessment.

· Re submissions are permissible.

Evidence requirements

1. Learners understand how to identify communications in the workplace and evidence with examples.

2. Learners understand how to use communication skills in the workplace and evidence with examples.

3. Learners follow instructions when given and evidence with examples.

4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 1 in Office Administration Qualification code: PQFC00010112 Unit: 1 Unit title: Understand basic communication skills Unit code: FC000100112 Business Administration

Mapping of CoreLife Skills								
Learning Outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	x	x					
	1.2		x					
	1.3		x					
2	2.1		x					
	2.2		x					
	2.3		x					
3	3.1	x	x					
	3.2		x			x		
	3.3		x					

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 1 in Office Administration
Qualification code: PQFC00010112

Unit: 2
Unit title: Understand active citizenship in the local community
Unit code: OF450100112
Citizenship

Level: 1	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit aims to enable learners to achieve the necessary knowledge and skills to become aware of the meaning of citizenship, acquire an understanding of the social diversity of citizens and the importance of participating in active citizenship within a local community.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). It covers the competency in understanding the importance of active participation in the local community and in demonstrating active participation in citizenship. Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance.

Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learners' work in the Centre for up to one year.
Encourage learners to maintain learning logs and evidence of professional development.
Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 1 in Office Administration
Qualification code: PQFC00010112

Unit: 2
Unit title: Understand active citizenship in the local community
Unit code: OF450100112
Citizenship

Level: 1	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge , skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand the importance of active participation in the local community

Performance criteria:

1.1 Participation and activities of own organisation interacting with citizens in the community are described.

1.2 Diversity of the population is listed for own local community.

1.3 The diversity in the organisation is identified and the way interactions occur is outlined.

1.4 Active community participation states how negative impacts of social diversity on the local community is overcome.

Learning outcome 2: Be able to demonstrate active participation in citizenship

Performance criteria:

2.1 The benefits of organisations and their activities within the community are explored and reported to its citizens.

2.2 Participation in community activities is explored.

2.3 Participation in the community is undertaken.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.

· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.

· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.

· Learners should demonstrate no less than 80% of the requirements for the summative assessment.

· Re submissions are permissible.

Evidence requirements

1. Learners understand the importance of active participation in the community and evidence with examples of possible activities, interactions and positive and negative impacts.

2. Learners describe specific activities undertaken and evidence with examples.

3. Learners review own work and identify performance improvement strategies.

		Abu Dhabi Centre for Technical and Vocational Education and Training

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 1 in Office Administration
Qualification code: PQFC00010112

Unit: 2
Unit title: Understand active citizenship in the local community
Unit code: OF450100112
Citizenship

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	x	x	x				x
	1.2	x	x	x		x		x
	1.3	x	x	x				x
	1.4	x	x	x				x
2	2.1	x	x	x	x	x		x
	2.2	x	x	x	x	x	x	x
	2.3	x	x	x	x	x	x	x

Abu Dhabi Centre for Technical and Vocational Education and Training		
Office Administration		
Qualification title: Certificate 1 in Office Administration		
Qualification code: PQFC00010112		
Unit: 3		
Unit title: Plan personal skills for career development		
Unit code: OF950100112		
Business Administration		
Level: 1	Credit value: 3	Notional learning hours: 45 hours

Unit information

Unit description of content

This unit is about identifying personal skills, additional skill requirements and identifying career directions.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

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Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learners' work in the centre for up to one year.
Encourage learners to maintain learning logs and evidence of professional development.
Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 1 in Office Administration Qualification code: PQFC00010112 Unit: 3 Unit title: Plan personal skills for career development Unit code: OF950100112 Business Administration

Level: 1	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to identify personal skills

Performance criteria:
1.1. Skills for the workplace are identified.
1.2. Personal skills are identified.
1.3. Personal skill improvement is identified.

Learning outcome 2: Understand how to identify additional skills requirements

Performance criteria:
2.1. Skills that are of interest are identified.
2.2. Qualifications required are identified.
2.3. Companies and skills areas you would like to work in are identified.

Learning outcome 3: Understand how to identify career directions

Performance criteria:
3.1. Skills required to fulfill career goals are identified.
3.2. How to acquire skills is recognized.
3.3. Career goal achievement is planned for.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.
· Learners should demonstrate no less than 80% of the requirements for the summative assessment.
· Re submissions are permissible.

Evidence requirements

1. Learners list skills identified in the workplace and evidence with examples.
2. Learners list additional requirements regarding skills and qualifications in the current workplace and preferred companies and workplaces based on the current and required skills set, and evidence with examples.
3. Learners list career directions, plan for career achievement, and evidence with examples.
4. Learners review own work and identify performance improvement strategies.

		Abu Dhabi Centre for Technical and Vocational Education and Training

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 1 in Office Administration
Qualification code: PQFC00010112

Unit: 3
Unit title: Plan personal skills for career development
Unit code: OF950100112
Business Administration

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1			X				
	1.2			X				
	1.3		X	X				
2	2.1		X	X				
	2.2	X		X		X		
	2.3	X		X				
3	3.1			X				
	3.2			X				
	3.3			X		X		

Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 1 in Office Administration Qualification code: PQFC00010112 Unit: 4 Unit title: Prepare portfolio of evidence Unit code: OF450100212 Business Administration		
Level: 1	Credit value: 3	Notional learning hours: 45 hours

Unit information

Unit description of content

This unit looks at identifying portfolio usage, the purpose, use and advantages of maintaining a current portfolio, types of evidence in a portfolio, collecting personal evidence and identifying gaps in the evidence in a portfolio and preparing personal records, personal details, educational achievement and work history for portfolio.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance.

Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

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Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learners' work in the centre for up to one year.
Encourage learners to maintain learning logs and evidence of professional development.
Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training		
Office Administration		
Qualification title: Certificate 1 in Office Administration		
Qualification code: PQFC00010112		
Unit: 4		
Unit title: Prepare portfolio of evidence		
Unit code: OF450100212		
Business Administration		
Level: 1	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to prepare a portfolio

Performance criteria:

1.1. Purpose of a portfolio evidence is explained.

1.2. Uses of a portfolio of evidence is described.

1.3. Maintaining and updating information are explained.

Learning outcome 2: Understand how to identify types of evidence in a portfolio

Performance criteria:

2.1. Evidence for a portfolio of evidence is identified.

2.2. Evidence for a personal portfolio of evidence is collected.

2.3. Gaps in evidence for personal portfolio are identified.

Learning outcome 3: Be able to prepare personal records for a portfolio

Performance criteria:

3.1. Personal details are written.

3.2. Educational details are written.

3.3. Work history details are written.

Evidence guideline

- Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
- Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
- Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.
- Learners should demonstrate no less than 80% of the requirements for the summative assessment.
- Re submissions are permissible.

Evidence requirements

1. Learners prepare a portfolio and explain the purpose of it.
2. Learners list different types of evidence and provide examples in the portfolio.
3. Learners list personal, educational and work history details and provide examples in the portfolio.
4. Learners review own work and identify performance improvement strategies.

		Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 1 in Office Administration Qualification code: PQFC00010112 Unit: 4 Unit title: Prepare portfolio of evidence Unit code: OF450100212 Business Administration						
Mapping of CoreLife Skills								
Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1			X				
	1.2			X				
	1.3			X				
2	2.1			X				
	2.2	X		X				
	2.3	X		X		X		
3	3.1	X		X				
	3.2	X		X				
	3.3	X		X				