Abu Dhabi Centre for Technical and Vocational Education and Training

Office Administration
Qualification title: Certificate 2 in Office Administration
Qualification code: PQFC00020112

Qualification Structure

Qualification Type: Principal Qualification	Discipline: F	Sector: C00	Level: 2	No in series: 01	Year of approval: 12
Credit value: 15 Credit hours			Certification requirement: 5 Units: 3 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 an office environment and to consider: safe practice in the office, communication, citizenship, organising daily work schedules and operate a personal computer.

Qualification units

Core units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC000200212	1	Follow safe practice in the office environment	2	3
FC000200312	2	Communicate information using different types of communication	2	3
OF450200312	3	Recognise aspects of citizenship	2	4

Specialist units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC000200412	4	Organise daily work schedule	2	2
FC000200512	5	Operate a personal computer	2	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 2.5 is preferred. - Pre-requisite of Certificate level 1.

Qualification Pathways	
This qualification	Pathways
Certificate 2 in Office Administration	Certificate 3 in Office Administration Certificate 4 in Business Administration Diploma in Business Administration
Certificate 2 in Office Administration is open to candidates of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning. There should be equality of access for candidates and candidates must be enabled and	

supported to undertake this qualification. All institute staff involved in the assessment or delivery of these qualifications should understand learner's requirements and, through initial assessment, match them to the needs and capabilities before entering learners as candidates for this qualification.	

Copyright and Ownership	Modification history	
Copyright of units, Intellectual Property Rights and ownership of the qualification will be owned by ACTVET.	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 2 in Office Administration Qualification code: PQFC00020112 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 contains knowledge and skill in: Safe practice in the office, organising daily work schedules, operate a personal computer, and communicate information using different types of communication.
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 worker Administration assistant Clerk Office junior	Retail worker Customer service staff

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 2 in Office Administration Qualification code: PQFC00020112

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

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 units 1, 2, 3, 4 and 5.

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 2 in Office Administration
Qualification code: PQFC00020112
Unit: 1
Unit title: Follow safe practice in the office environment
Unit code: FC000200212
Business Administration

Level: 2	Credit value: 3	Notional learning hours: 45 hours

Unit information

Unit description of content

This unit is about identifying safety procedures in an office environment, following safe practice and reporting an incident in an office environment.

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.

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 2 in Office Administration
Qualification code: PQFC00020112
Unit: 1
Unit title: Follow safe practice in the office environment
Unit code: FC000200212
Business Administration

Level: 2	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills, and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to identify safety procedures for a given situation in an office environment

Performance criteria:
1.1 Safe work procedures are explained.
1.2 Hazards are identified in the office environment.
1.3 First aid requirements are explained for a given situation.
1.4 Evacuation requirements are explained for a given situation.

Learning outcome 2: Understand how to follow safe practice in an office environment

Performance criteria:
2.1 Personal safe working practices are explained.
2.2 Injury is reported for a given situation.
2.3 Safe office working practices are identified.

Learning outcome 3: Be able to report an incident

Performance criteria:
3.1 Emergency response team is identified for an incident in a given situation.
3.2 Emergency services contact processes are described.
3.3 Actions are outlined in emergency for a given situation.

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 safety procedures, hazards, and first aid and evacuation requirements for a given situation within an office environment and evidence with examples.
2. Learners understand how to follow safe work practices and evidence with examples.
3. Learners report an incident and evidence with examples.
4. Learners review own work and identify performance improvement strategies.

		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					
	1.4					x		
2	2.1		x	x				
	2.2	x	x	x				
	2.3		x		x	x		
3	3.1	x			x			
	3.2	x						
	3.3	x	x	x	x	x		x

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 2 in Office Administration
Qualification code: PQFC00020112

Unit: 1
Unit title: Follow safe practice in the office environment
Unit code: FC000200212
Business Administration

Abu Dhabi Centre for Technical and Vocational Education and Training		
Office Administration Qualification title: Certificate 2 in Office Administration Qualification code: PQFC00020112 Unit: 2 Unit title: Communicate information using different types of communication Unit code: FC000200312 Business Administration		
Level: 2	Credit value: 3	Notional learning hours: 45 hours

Unit information

Unit description of content

This unit is about receiving information from various sources, formulating information and communicating information using a variety of methods

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 2 in Office Administration Qualification code: PQFC00020112 Unit: 2 Unit title: Communicate information using different types of communication Unit code: FC000200312 Business Administration

Level: 2	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: knowledge, skills and application
Learning outcomes
Learning outcome 1:Be able to receive information from various sources
Performance criteria: 1.1. Incoming oral information is handled. 1.2. Incoming written information is handled. 1.3. Incoming non-verbal communication is handled.
Learning outcomes 2: Be able to formulate information using various methods
Performance criteria: 2.1. Notes produced from oral information is transposed into writing. 2.2. Written information is transposed into oral messages. 2.3. Non-verbal behaviour is transposed into writing.
Learning outcome 3: Be able to communicate information using a variety of methods
Performance criteria: 3.1. Communication is applied verbally. 3.2. Communication is applied in writing. 3.3. Communication is applied non-verbally.
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 receive incoming information and evidence with a report with 80% accuracy of the message. 2. Learners formulate a message based on information provided and evidence with 80% accuracy of the message. 3. Learners communicate in different ways and evidence 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 2 in Office Administration
Qualification code: PQFC00020112

Unit: 2
Unit title: Communicate information using different types of communication
Unit code: FC000200312
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	x			x	
	1.2		x					
	1.3	x	x					
2	2.1	x	x					
	2.2	x	x					
	2.3	x	x					
3	3.1	x	x					
	3.2	x	x					
	3.3	x	x					

Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 2 in Office Administration Qualification code: PQFC00020112 Unit: 3 Unit title: Recognise aspects of citizenship Unit code: OF450200312 Citizenship		
Level: 2	Credit value: 4	Notional learning hours: 60 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 various aspects of active citizenship including; rights and responsibilities, the role of equal opportunity, the importance of political systems and a range of public services contributions to the local community.

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 2 in Office Administration
Qualification code: PQFC00020112
Unit: 3
Unit title: Recognise aspects of citizenship
Unit code: OF450200312
Citizenship

Level: 2	Credit value: 4	Notional learning hours: 60 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand that individuals have rights and responsibilities

Performance criteria:

1.1. Legal rights of a UAE citizen or resident are identified (for example right to vote, educational rights, age of consent).

1.2. Article 22 of the Constitution requiring UAE citizens or residents to protect public property is examined.

1.3. One responsibility is identified that individuals have to others.

Learning outcome 2: Understand the concept of equal opportunity

Performance criteria:

2.1. Own understanding of the term "Equal Opportunities" is outlined.

2.2. Equal opportunities issues reflected in legislation (for example Disability Discrimination Act 2006, Federal Law no 14 of 2009 "Individuals with special needs", Zayed Higher Organisation for Humanitarian Care, Special Needs and Minors, Woman's Anti-discrimination Convention - UN) are described.

2.3. Identify and explain benefits of equal opportunities for a group of people in the community.

Learning outcome 3: Be able to show an awareness of national policies

Performance criteria:

3.1. Government decisions that affect every citizen in the UAE are discussed.

3.2. Election voting is explained for the UAE.

3.3. Prime Minister's area of responsibility is stated.

Learning outcome 4: Be able to show an awareness of the range of public services available in the local community

Performance criteria:

4.1. The main public services available are listed for own local community.

4.2. A Public service office is visited and information is gained.

Learning outcome 5: Be able to explore community issues through active participation

Performance criteria:

5.1. Interpersonal communication and networking skills are used to collect information from key community people and groups in the community.

5.2. The relevance of the community issues are discussed and addressed with others.

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 legal rights and responsibilities of individuals and citizens in the UAE and evidence with examples.
2. Learners describe the principles of equal opportunities and evidence with examples.
3. Learners describe some national policies and evidence with examples.
4. Learners describe the purpose and value of active participation in the community and evidence with examples.
5. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training							
Office Administration							
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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
	1.3			X				X
2	2.1	X		X				X
	2.2	X	X		X			X
	2.3		X	X	X			X
3	3.1		X		X			X
	3.2	X	X					X
	3.3	X	X	X	X			X
4	4.1		X	X	X			X
	4.2		X	X	X		X	X
5	5.1	X	X	X		X		X
	5.2	X	X	X		X		X

Abu Dhabi Centre for Technical and Vocational Education and Training		
Office Administration		
Qualification title: Certificate 2 in Office Administration		
Qualification code: PQFC00020112		
Unit: 4		
Unit title: Organise daily work schedule		
Unit code: FC000200412		
Business Administration		
Level: 2	Credit value: 2	Notional learning hours: 30 hours

Unit information

Unit description of content

This units is about identifying communication in the workplace, sources of information, lines and types of communication, using communication skills in the workplace, listening, speaking, questioning, following instructions in the workplace, identifying when instruction have been given, and knowing who to inform when instructions are completed.

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 2 in Office Administration
Qualification code: PQFC00020112

Unit: 4
Unit title: Organise daily work schedule
Unit code: FC000200412
Business Administration

Level: 2	Credit value: 2	Notional learning hours: 30 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to plan daily tasks

Performance criteria:

1.1. Daily tasks are identified for a given situation.

1.2. Work is prioritised for a given situation.

1.3. Work for the day is planned and timed for a given situation.

Learning outcome 2: Be able to complete daily tasks

Performance criteria:

2.1. Work tasks are completed.

2.2. Steps are taken to rectify work schedules that fall behind.

2.3. When work is anticipated to be late, it is reported to a superior and new timelines are negotiated.

Learning outcome 3: Be able to review work performance

Performance criteria:

3.1. Completed work feedback is sought.

3.2. Own performance is self-evaluated.

3.3. Based on self-evaluation, performance is improved.

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 daily tasks and time needed to complete tasks, and evidence with examples.
2. Learners report on tasks completed and tasks delayed, and evidence with examples.
3. Learners review own work and identify performance improvement strategies.

		Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 2 in Office Administration Qualification code: PQFC00020112 Unit: 4 Unit title: Organise daily work schedule Unit code: FC000200412 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	x		x		
2	2.1		x	x				
	2.2		x					
	2.3		x	x	X			
3	3.1			x	X			
	3.2					x		
	3.3			x				

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Office Administration
Qualification title: Certificate 2 in Office Administration
Qualification code: PQFC00020112
Unit: 5
Unit title: Operate a personal computer
Unit code: FC000200512
Business Administration

Level: 2	Credit value: 3	Notional learning hours: 45 hours

Unit information

Unit description of content

This units is about identifying communication in the workplace, sources of information, lines and types of communication, use of communication skills in the workplace, listening, speaking, questioning, follow instructions in the workplace, identify when instruction have been given, follow instructions, and knowing who to inform when instructions have been completed.

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.

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 learner's 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.

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Assessment criteria: Knowledge, skills and application (KSA)
Learning outcomes
Learning outcome 1: Be able to start a computer
Performance criteria: 1.1. Computer is started. 1.2. Computer is logged into. 1.3. Word document is opened for use.
Learning Outcomes 2: Be able to configure and personalise word documents
Performance criteria: 2.1. Font size is selected and applied. 2.2. Font style is selected and applied. 2.3. Font colour is selected and applied. 2.4. Font is highlighted. 2.5. Word document is capitalized.
Learning outcome 3: Be able to shut down the computer
Performance criteria: 3.1. All open files are saved. 3.2. All applications are closed. 3.3. Computer is shut down.
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 describe the procedures to start the computer and open documents and evidence with a demonstration. 2. Learners describe the procedures to change the font and evidence with a demonstration. 3. Learners describe the procedures to shut down a computer and evidence with a demonstration. 4. Learners review own work and identify performance improvement strategies.

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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		X			X	
	1.3						X	
2	2.1			X			X	
	2.2			X			X	
	2.3			X			X	
	2.4						X	
	2.5						X	
3	3.1			X			X	
	3.2			X			X	
	3.3			X			X	