Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112

Qualification structure

Qualification type: Principal qualification	Discipline: F	Sector: C00	Level: 3	No in series 01	Year of approval: 12
Credit value: 27 Credit hours		Certification requirement: 8 Units: 3 Core; 5 Specialist			

Qualification aims

The aim of this qualification is to recognise the knowledge, skills and application required by learners to be able to communicate, provide customer services, understand documents, produce a word processed document and carry out work under own responsibility. Be able to function as first line office clerical workers in the workplace and to provide individuals with an opportunity to identify and know the skills and knowledge needed for a career in office administration. The units encompass a narrow range of competencies from the administration sector for use in any skill sector office environment.

Qualification units

Core units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC000300612	1	Contribute to health and safety for the office environment	3	3
FC000300712	2	Communicate information in the office environment	3	4
OF450300412	3	Understand social development of world citizenship	3	3

Specialist units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC000300812	4	Provide customer service in the office environment	3	4
FC000300912	5	Understand document requirements in the office environment	3	4
FC000301012	6	Participate in a team	3	4
FC000301112	7	Produce a word processed document	3	3
FC050200312	8	Carry out own responsibilities at work	2	2

Optional units

Unit code:	Unit no:	Unit title:	Level:	Credit Value:

Prerequisites

Entry requirements	Requirements
Preparing for Office Administration, Level 3 is open to candidates of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning.	• IELTS level 3 is preferred. • Level of knowledge or skill of office administration on entry is minimum. • IT skills would be an advantage.

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.	• Level 2 qualifications or equivalent required as an entry level. • Credit transfer is available as published.

Qualification pathways	
This qualification	Pathways
Certificate 3 in Office Administration	Certificate 4 in Business Administration Diploma in Business Administration

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 Skill Standards (NOSS)	Not available in the UAE NOSS from UK used as substitute	

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112
Qualification overview

This qualification is suitable for	People intending to work as first line clerical staff across a wide range of industries and types of organisations in the UAE. This qualification is aimed at candidates who work in first line level office administration and is for people that were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training. There is no age group restriction for learners.
Target market	The target market for this qualification is for unemployed school leavers with no experience of office or clerical work as first line employees with no previous qualifications.
Job activities/tasks	The core component of this qualification contains competencies in: health and safety, word processing, communication information, customer service, documentation and operating in a team.
Work context/conditions	This qualification is for any individual who is, or wishes to be, involved in the administration function in any organisation or office 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
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 3 in Office Administration Qualification code: PQFC00030112 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 units 2 and all, 8 and all, 4, 5, 7 and 8 and 4, 7 and 8.

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 3 in Office Administration Qualification code: PQFC00030112 Unit: 1 Unit title: Contribute to health and safety for the office environment Unit code: FC000300612 Business Administration		
Level: 3	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit deals with health and safety in the workplace. This unit considers the contribution a learner will make to health and safety in the workplace, identification of evacuation routes out of a building, how emergency situations can be reported and to whom within the office environment, and how emergencies are reported for risks and near risks that may occur 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 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.

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112
Unit: 1
Unit title: Contribute to health and safety for the office environment
Unit code: FC000300612
Business Administration

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

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to recognise a safe office environments

Performance criteria:

1.1. Requirements are identified for a safe office environment.

1.2. Risks in the office environment are identified.

1.3. Hazards are identified in the office environment.

1.4. Good practice is identified to ensure safe office environment.

1.5. Own learning is reviewed on how to recognise a safe office environment.

Learning outcome 2: Understand how to act in the event of an emergency in the office

Performance criteria:

2.1. Emergency services are identified.

2.2. How to contact emergency services is explained.

2.3. Emergency equipment is identified in the office environment.

2.4. How to evacuate a building is described in the event of an emergency.

2.5. Own learning is reviewed on how to act in the event of an emergency in the office.

Learning outcome 3: Understand how to report an emergency, near risk or risk

Performance criteria:

3.1. Risk in the office environment is identified.

3.2. Near accidents are identified in the office environment.

3.3. Importance of reporting a risk for an office environment is explained.

3.4. Who to report to for accidents, incidents hazard and breaches of safety standards is identified.

3.5. Reporting of an emergency is described for an office environment.

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 features of a safe office environment, list good practices and hazards, and evidence with a guideline for employees.
2. Learners list safety procedures, hazards, and first aid and evacuation requirements for a given situation within an office environment and evidence with a guideline for employees. Learners list safe work practices and evidence with a guideline for employees.
3. Learners list the emergency response procedures identified in the office environment, and evidence with a guideline for employees.
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 3 in Office Administration Qualification code: PQFC00030112 Unit: 1 Unit title: Contribute to health and safety for the office environment Unit code: FC000300612 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	X				X
	1.3		X	X				X
	1.4		X	X				
	1.5			X				
2	2.1		X				X	X
	2.2	X		X			X	X
	2.3		X					X
	2.4		X					X
	2.5			X				
3	3.1		X					X
	3.2		X		X			X
	3.3		X		X			X
	3.4		X		X			X
	3.5	X	X					X

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112
Unit: 2
Unit title: Communicate information in the office environment
Unit code: FC000300712
Business Administration

Level: 3	Credit value: 4	Notional learning hours: 60

Unit Information

Unit description of content

This unit is about communication in the office environment, how to gather information for a given task, complete formatted documentation, and maintain confidentiality of documentation. This unit considers communicating effectively with others in the office environment, receive instructions, clarify instructions and communicate with others that information. This unit considers using telecommunications in the office environment to acknowledge incoming communication and how to give the appropriate greeting. It looks at receiving and passing on information accurately to others and identifies who to report to when the required personnel is not available.

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.

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112

Unit: 2
Unit title: Communicate information in the office environment
Unit code: FC000300712
Business Administration

Level: 3	Credit value: 4	Notional learning hours: 60

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to provide information in the office environment

Performance criteria:

1.1. How to gather correct and current information is described for each task in a given situation.
1.2. The need to clearly and legibly write on standardised office documents is identified as essential for others to understand the information.
1.3. Persons authorised to receive different types of information are identified.
1.4. Maintaining confidentiality of information is explained.
1.5. Limits of personal responsibility and authority are reviewed.

Learning outcome 2: Understand how to communicate information to others effectively in the office environment

Performance criteria:

2.1. Communicating information is described and gathered accurately and concisely.
2.2. Understanding of instructions given is explained.
2.3. The act of communicating promptly is explained.
2.4. Communicating information to others is explained.

Learning outcome 3: Understand how to communicate using telecommunications in the office environment

Performance criteria:

3.1. Telecommunication equipment use is identified in the office environment.
3.2. Acknowledging incoming communication using appropriate greeting is described.
3.3. Receiving and passing information from / to others accurately is explained.
3.4. Confirming others understanding of information received is explored.
3.5. Persons to report to, if recipient is not available to receive information, are identified.
3.6. How to locate equipment in an alternative location is explained.

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 provide information in the office environment and evidence with a logbook of information gathered and provided.
2. Learners communicate effectively to others in the office environment and evidence with a logbook and feedback report.
3. Learners understand how to communicate using telecommunications in the office environment and evidence with a list of options and their usage in communication.
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 3 in Office Administration
Qualification code: PQFC00030112
Unit: 2
Unit title: Communicate information in the office environment
Unit code: FC000300712
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		x			
	1.4		x					
	1.5		x	x				
2	2.1	x	x					
	2.2		x					
	2.3		x	x				
	2.4		x		x			
3	3.1		x				x	
	3.2		x				x	
	3.3		x		x		x	
	3.4		x					
	3.5	x	x	x	x			
	3.6	x	x	x	x	x	x	

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112

<table>
<tr><td colspan="3">Unit: 3
Unit title: Understand social development of world citizenship
Unit code: OF450300412
Citizenship</td></tr>
<tr><td>Level: 3</td><td>Credit value: 3</td><td>Notional learning hours: 45 hours</td></tr>
</table>

Unit Information

Unit description of content

This unit aims to enable learners to achieve the necessary knowledge, skills and abilities to appreciate global citizenship; the complexities of the interconnected world and the role of the UAE in global issues; understand how government functions and their impact on citizenship participation; and be able to demonstrate active participation to effect positive change.

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.

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112

Unit: 3
Unit title: Understand social development of world citizenship
Unit code: OF450300412
Citizenship

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

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to explore national politics, power and participation

Performance criteria:

1.1. Role and effectiveness of elected representatives to represent individuals are identified.

1.2. Elected representatives accountability to members of the public is explained.

1.3. Citizens lack of involvement in communities are discussed.

1.4. Federal National Council's effectiveness to hold government to account is determined.

Learning outcome 2: Understand challenges facing the global community

Performance criteria:

2.1. Global challenges are discussed.

2.2. Ways the UAE takes a role in global challenges are discussed.

2.3. Impact of global challenges on communities is explored.

Learning outcome 3: Understand how to take action on a specific global issue to influence others

Performance criteria:

3.1. A specific global issue on sustainability is explained.

3.2. Personal action that can influence others regarding sustainability is demonstrated.

3.3. Own skills used in action to influence others on sustainability is assessed, evaluated and improvement planned.

Learning outcome 4: Understand Federal National Council's systems

Performance criteria:

4.1. The operation of Federal National Council is described.

4.2. Decisions made about public money and expenditure are explained.

4.3. A law-making process is explained.

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 explore national politics, power and participation and evidence with a report on exploration strategies and sources of information
2. Learners understand challenges facing the global community and evidence with a report on global challenges and the role of and impact on the UAE.
3. Learners understand how to take action on a specific global issue to influence others and evidence with an action report.
4. Learners understand the Federal National Council and evidence with a report.
5. 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 3 in Office Administration
Qualification code: PQFC00030112

Unit: 3
Unit title: Understand social development of world citizenship
Unit code: OF450300412
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			X
	1.2	X	X	X	X			X
	1.3	X	X	X	X			X
	1.4	X	X	X	X	X		X
2	2.1		X	X	X			X
	2.2	X	X	X	X	X		X
	2.3	X	X	X	X	X		X
3	3.1	X	X	X				X
	3.2		X	X	X			X
	3.3		X	X	X	X		X
4	4.1	X	X					X
	4.2	X	X					X
	4.3	X	X					X

Abu Dhabi Centre for Technical and Vocational Education and Training		
Office Administration Qualification title: Certificate 3 in Office Administration Qualification code: PQFC00030112 Unit: 4 Unit title: Provide customer service in the office environment Unit code: FC000300812 Business Administration		
Level: 3	Credit value: 4	Notional learning hours: 60 hours

Unit Information

Unit description of content

This unit is about customer service in an office environment considering customers inside and outside an organization, identifying customer needs, and considering the benefits of giving effective customer service. This unit considers listening to customers, enquiries, confirming customer's enquiry, feeding back to customers about their enquiries and confirming customer enquiry has been met. This unit considers customer complaints, how to gather information to consider the complaint, who to pass complaints to, know the appropriate procedure for following complaints to reach a solution for the customer. It also considers conflict in the office environment, recognizing when conflict arises, actions to take to avoid conflict and how to maintain relationships in the workplace.

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.

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112
Unit: 4
Unit title: Provide customer service in the office environment
Unit code: FC000300812
Business Administration

Level: 3	Credit value: 4	Notional learning hours: 60 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to demonstrate knowledge of customer service in the office environment

Performance criteria:

1.1. Internal and external customers are identified in an office environment.

1.2. Needs of customers are identified in the office environment.

1.3. Benefits of effective customer service in the office environment are stated.

Learning outcome 2: Understand how to deal with customers

Performance criteria:

2.1. Skills of listening to customers enquiries are explained.

2.2. Confirming customers' requirements is explained.

2.3. Feedback to the customer on the ability to address the enquiry is described.

2.4. Confirming customers request has been met is explained.

2.5. Own learning is reviewed on how to deal with customer.

Learning outcome 3: Understand how customer experience is influenced by service delivery

Performance criteria:

3.1. Customer service that would influence a customer negatively is identified.

3.2. Customer service that would influence a customer positively is identified.

3.3. Need for consistently good customer service is identified to positively influence customers.

Learning outcome 4: Understand how to resolve customer complaints in the office

Performance criteria:

4.1. Types of customer complaints in the office environment are identified.

4.2. Gathering information about a customer's complaint is described to assist in making a decision.

4.3. Colleague is identified to pass customer to identified customer service complaint and to complete complaint actions.

4.4. Complaint procedures are described and the consequences of not following procedures outlined.

4.5. Customer complaint escalation is recognised and referred to others in the office.

4.6. Communication of the resolution of a complaint is explained to the customer.

4.7. Own learning is reviewed in how to resolve customer complaints.

Learning outcome 5: Understand how to reduce conflict in the office environment

Performance criteria:

5.1. Conflict behaviour is explained.

5.2. Conflict being presented in situations is described.

5.3. Actions are explained on how to diffuse conflict situations.

5.4. How to maintain relationships after conflict situations is explained.

5.5. Own learning is reviewed on how to reduce conflict in the office environment.

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 demonstrate knowledge of customer service in an office environment and evidence with an overview of customers, their needs, and effective customer services to address their needs.
2. Learners understand how to deal with customers and evidence with examples.
3. Learners understand how customer experience is influenced by service delivery and evidence with examples on customer service that would effect a customer in a positive and negative way.
4. Learners understand how to resolve customer complaints in the office and evidence with a list of possible complaints and conflicts and a script and examples of how to address them.
5. Learners understand how to reduce conflict in the office environment and evidence with an explanation of conflict and conflict behaviour and examples of how to solve conflict and maintain positive relationships.
6. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training						
Office Administration Qualification title: Certificate 3 in Office Administration Qualification code: PQFC00030112 Unit: 4 Unit title: Provide customer service in the office environment Unit code: FC000300812 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		x				
	1.3				x			
2	2.1		x		x			
	2.2		x		x			
	2.3		x		x			
	2.4		x		x			
	2.5		x	x				
3	3.1		x					
	3.2		x					
	3.3	x	x					
4	4.1		x		x			
	4.2	x		x		x		
	4.3				x			
	4.4				x			
	4.5				x			
	4.6				x			x
	4.7		x	x				
5	5.1				x			
	5.2				x			
	5.3			x	x			x
	5.4		x	x	x			x
	5.5		x	x				

Abu Dhabi Centre for Technical and Vocational Education and Training		
Office Administration		
Qualification title: Certificate 3 in Office Administration		
Qualification code: PQFC00030112		
Unit: 5		
Unit title: Understand document requirements in the office environment		
Unit code: FC000300912		
Business Administration		
Level: 3	Credit value: 4	Notional learning hours: 60

Unit Information

Unit description of content

This unit considers documentation in the office environment, identifying formats and styles of formats for documents and document presentation, knowing where to gather information and when to use information in the correct format, to construct and check the content, and correctness of the document. This unit considers meeting deadlines and knowing who to go to if deadlines cannot be met, and knowing how to maintain confidentiality of information of documents.

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.

Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112

Unit: 5
Unit title: Understand document requirements in the office environment
Unit code: FC000300912
Business Administration

Level: 3	Credit value: 4	Notional learning hours: 60

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand the purpose and benefit of producing high quality and attractive documents

Performance criteria:
1.1. Format of documentation is identified.
1.2. High quality requirements for document production are identified.
1.3. Presentation of attractive documents is described.

Learning outcome 2: Understand how to research and organise content of documents

Performance criteria:
2.1. Relevant information is found and explained for the construction of the content of a
    document.
2.2. Content checks for coherence of a document are described.

Learning outcome 3: Understand the style and quality standards of office documents

Performance criteria:
3.1. Different document style formats are identified for documents.
3.2. Document types for given situations are explained when used in the office environment.
3.3. Each type of document style for a given situation is explained.
3.4. Document quality standards for the office environment are identified.

Learning outcome 4: Be able to check document for content, layout, accuracy and correctness

Performance criteria:
4.1. Coherent document content is checked.
4.2. Correct layout conventions for an office document are demonstrated.
4.3. Methods are explained for checking accuracy and correctness in documents.

Learning outcome 5: Be able to meet deadlines for document requirements

Performance criteria:
5.1. Document deadlines are met.
5.2. Work plans for meeting deadlines are demonstrated.
5.3. Persons to go to if deadline is not met are identified.
5.4. Maintaining confidentiality of documentation is adhered to.

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
7. Learners understand the purpose and benefit of producing high quality and attractive documents and evidence with a list of requirements to high quality documents. 8. Learners understand how to research and organise content of documents and evidence with a guideline on how to construct content and how to check coherence. 9. Learners understand the style and quality standards for office documents and evidence with a list of different types of documents and their style and quality requirements. 10. Learners check documents for content, layout, accuracy and correctness and evidence with a checklist and examples of corrections to selected documents. 11. Learners meet deadlines for documents required and evidence with an overview of documents, due dates and submission dates. 12. 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 3 in Office Administration
Qualification code: PQFC00030112

Unit: 5
Unit title: Understand document requirements in the office environment
Unit code: FC000300912
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					x	
	1.3	x					x	
2	2.1	x				x	x	
	2.2	x				x	x	
3	3.1	x					x	
	3.2	x					x	
	3.3	x					x	
	3.4	x					x	
4	4.1	x					x	
	4.2	x					x	
	4.3	x				x	x	
5	5.1	x			x		x	
	5.2	x			x		x	
	5.3	x	x		x	x	x	
	5.4	x						x

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112

<table>
<tr><td colspan="3">Unit: 6
Unit title: Participate in a team
Unit code: FC000301012
Business Administration</td></tr>
<tr><td>Level: 3</td><td>Credit value: 4</td><td>Notional learning hours: 60 hours</td></tr>
</table>

Unit Information

Unit description of content

This unit considers working in a team, different team structures and their purpose and how these structures affect team contributions. This unit considers roles within teams, how effective contributions can be made, and how decision making actions can be taken when disagreement occurs, when assistance is required and how to act on team decisions and communicate effectively within a team.

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.

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112
Unit: 6
Unit title: Participate in a team
Unit code: FC000301012
Business Administration

Level: 3	Credit value: 4	Notional learning hours: 60 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to identify different team structures

Performance criteria:

1.1. Team structures and their different uses are described.

1.2. The purpose of different team structures is described.

1.3. How structures affect and contribute to teams is differentiated.

Learning outcome 2: Understand how to identify roles within teams

Performance criteria:

2.1. The role and responsibility of working in a team are described within the workplace.

2.2. Factors that affect contributions to teams are stated.

2.3. The roles and responsibilities of giving a contribution to a team are explained.

Learning outcome 3: Understand how to contribute effectively to teams

Performance criteria:

3.1. Effective ways of contributing to a team are described.

3.2. Advantages of effectively communicating in a team are identified.

3.3. Maintaining good working relationships with team members is explained.

3.4. Types of behaviour that help the team to work well and the types that do not are identified.

Learning outcome 4: Be able to contribute to team decision making processes

Performance criteria:

4.1. Contributing to team decision making is demonstrated.

4.2. Actions taken when disagreement occurs are identified.

4.3. Ability to take action when assistance is required is demonstrated.

4.4. Actions taken in supporting team decisions and agreements are demonstrated.

4.5. Team decisions are described accurately to 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
13. Learners understand how to identify different team structures and evidence with an overview of types of team structures, their purposes and their impact on teams.
14. Learners understand how to identify roles within teams and evidence with a list of roles, and responsibilities of team members.
15. Learners understand how to contribute effectively to teams and evidence with examples of effective contributions and behavior.
16. Learners contribute to the team decision making process and evidence with a logbook of contributions made and action taken.
17. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112
Unit: 6
Unit title: Participate in a team
Unit code: FC000301012
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		x			
	2.2				x			
	2.3		x		x			
3	3.1				x			
	3.2				x			
	3.3		x	x	x	x		x
	3.4				x			
4	4.1		x		x	x		
	4.2		x		x	x		
	4.3				x	x		
	4.4		x		x	x		
	4.5				x	x		

Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 3 in Office Administration Qualification code: PQFC00030112 Unit: 7 Unit title: Produce a word processed document Unit code: FC000301112 Business Administration		
Credit level: 3	Credit value: 3	Notional learning hours: 45 hours

Unit information

Unit description of content

This unit looks at writing text for different documents considering styles, layout and the use of document templates, using various functions on the computer, creating and saving documents in folders, naming the document and retrieving the document from a file folder, how a document is printed and how the page set up would be adjusted and margins set prior to previewing and printing a document.

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.

Abu Dhabi Centre for Technical and Vocational Education and Training
Office Administration
Qualification title: Certificate 3 in Office Administration
Qualification code: PQFC00030112
Unit: 7
Unit title: Produce a word processed document
Unit code: FC000301112
Business Administration

Credit level: 3	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to write text for different documents

Performance criteria:
1.1. Text document is created.
1.2. Text documents are demonstrated in a variety of styles.
1.3. Office documents are laid out in conventional style.
1.4. Templates are used.

Learning outcome 2: Be able to save a text document to file

Performance criteria:
2.1. File folder is named.
2.2. Document is saved and named.
2.3. Document is re-saved from file folder.

Learning outcome 3: Be able to print text document

Performance criteria:
3.1. Retrieved document is printed.
3.2. Page set up margins are adjusted.
3.3. Document is previewed.
3.4. Printing practice is efficient.

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 write text for different documents and evidence with a report on different text types, styles and templates.
2. Learners save text documents to a file and evidence with a report on file folders and their contents.
3. Learners print text documents and evidence with a report on prepared and printed documents.
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 3 in Office Administration
Qualification code: PQFC00030112

Unit: 7
Unit title: Produce a word processed document
Unit code: FC000301112
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				X	
	1.3						X	
	1.4						X	
2	2.1	X					X	
	2.2	X					X	
	2.3	X					X	
3	3.1						X	
	3.2						X	
	3.3						X	
	3.4						X	

Abu Dhabi Centre for Technical and Vocational Education and Training		
Office Administration Qualification title: Certificate 3 in Office Administration Qualification code: PQFC00030112 Unit: 8 Unit title: Carry out own responsibilities at work Unit code: FC050200312 Human Resources		
Level: 2	Credit value: 2	Notional learning hours: 30 hours

Unit information

Unit description of content

This unit addresses knowledge, skills and application within a human resource environment for learners who have commenced work under a probationary level in order to enhance their ability to function effectively including communicate effectively, accept responsibility for own work and its delivery, improve own performance and behave in a way that encourages effective working.

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.

Abu Dhabi Centre for Technical and Vocational Education and Training Office Administration Qualification title: Certificate 3 in Office Administration Qualification code: PQFC00030112 Unit: 8 Unit title: Carry out own responsibilities at work Unit code: FC050200312 Human Resources		
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 communicate information at work
Performance criteria:
1.1. Information that other people are communicating and points of uncertainty are questioned and focused upon.
1.2. Accurate, clear and structured information is provided confidently to other people in a way that meets their needs.
1.3. Useful contributions to discussions are made.
1.4. Main points needed within written materials are extracted.
1.5. Written information is provided to other people accurately and clearly.
Learning outcome 2: Be able to plan and be accountable for your work
Performance criteria:
2.1. Realistic performance objectives and KPI's are achieved and timescales for own work are agreed upon.
2.2. Best use of time and other resources needed are planned.
2.3. Problems that arise are identified and reported using the support of other people when necessary.
2.4. Other people are kept informed of own progress.
2.5. Deadlines are met and timescales and plans renegotiated on time.
2.6. Responsibility for own work is taken and responsibility for any mistakes is accepted.
2.7. Agreed guidelines, procedures and codes of practice are followed.
Learning outcome 3: Be able to improve own performance
Performance criteria:
3.1. Feedback from other people is encouraged and accepted.
3.2. Useful feedback on ways to improve own work and put improvements into practice is agreed.
3.3. A learning plan that meets employee's needs is followed.
3.4. Learning plan progress is reviewed and updated.
Learning outcome 4: Be able to support effective working
Performance criteria:
4.1. High standards of work are set and commitment to achieving these standards is demonstrated.
4.2. Own needs and rights are understood.
4.3. A willingness to take on new challenges is demonstrated.
4.4. Adaptability to change is demonstrated.
4.5. Honesty, respect and consideration are demonstrated towards other people.
4.6. Help and support to other people are demonstrated.

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 and send information, contribute to discussions, and evidence with examples.
2. Learners receive and follow instructions, guidelines, procedures, and codes of practice, report on planning, working methods, progress and problems, and evidence with examples.
3. Learners receive feedback on performance in the workplace and evidence with examples.
4. Learners list standards for own work, for respect and honesty in the workplace, for needs and rights of self and others, and evidence with examples.
5. 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 3 in Office Administration
Qualification code: PQFC00030112

Unit: 8
Unit title: Carry out own responsibilities at work
Unit code: FC050200312
Human Resources

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		
	1.4	X	X	X				
	1.5	X	X	X				
2	2.1		X	X	X			
	2.2		X					
	2.3		X		X	X		
	2.4		X		X	X		
	2.5		X	X		X		
	2.6		X	X		X		
	2.7		X	X				
3	3.1			X	X			
	3.2	X	X		X	X		
	3.3	X		X	X	X		
	3.4	X	X	X	X	X		
4	4.1		X		X	X		
	4.2		X		X	X		X
	4.3		X	X				
	4.4			X				
	4.5		X	X	X			X
	4.6			X	X	X		