

Higher Administration Checklist

Skills, knowledge and understanding for the course

Administrative theory and practice (embedded throughout the course)

Role of Administrative Assistant

- awareness of the tasks, duties and support that both the Administrative Assistant and Senior Administrative Assistant are expected to provide in an organisation

Strategies for effective time and task management, and their importance

- skills required: planning, delegating, organising, directing, and controlling
- setting targets for the individual and the organisation
- dealing with changes in priorities
- monitoring and evaluating progress
- time stealers and strategies to minimise their effect in independent working, group working and meetings
- benefits of good time and task management, to the individual and organisation
- consequences of bad time and task management, to the individual and organisation

Characteristics and the importance of effective teams

- features of effective teams
- team formation
- skills of team members
- benefits of teams to individuals and the organisation

Knowledge of workplace legislation and strategies for ensuring compliance

- employee and employer responsibilities under current legislation and regulations in the areas of health, safety, security and data handling
- compliance with the legislation
- analysis of the most appropriate methods to train, remind and update staff about current legislation
- main provisions of the health and safety legislation
- EU General Data Protection Regulation (GDPR)
- Computer Misuse Act 1990
- Freedom of Information Act 2000
- Copyright, Designs and Patents Act 1988

Impact of digital technology on the layout, working practices, communication methods, data handling and file management of an organisation

- office layout and ergonomics
- flexible working options
- employee morale and wellbeing
- customer care
- communication methods
- data management
- file management

Features of good customer care, mechanisms for monitoring and evaluating the quality of customer care, benefits of good and consequences of poor customer care

Features

- written customer care policy
- loyalty schemes

Monitoring and evaluating

- market research
- surveys
- customer focus groups
- mystery shopper
- suggestion schemes
- websites and forums

Procedures for organising and supporting a range of meetings and events

- the role of an Administrative Assistant and a Chairperson in planning a meeting
- duties and tasks to be completed before, during and after the meeting or event
- documentation relating to meetings
- evaluation forms
- the use of digital technology to aid planning and organising meetings and events

Appropriate methods of communication and research

Communication

- an overview of different communication methods available, both traditional and digital, to receive, process and transmit information
- using digital technology to communicate information
- making appropriate adjustments when communicating information
- showing an understanding of the possible barriers to ensuring information is received and understood

Research

- assessing the reliability and value of information gathered and comparing it with alternative sources

Word processing

Creating and editing a wide range of business documents

Creating documents

- letters
- forms
- itineraries
- business reports
- newsletters
- meetings documentation

Working with documents

- references: creating, deleting and editing
- page and section breaks
- page orientation altered in different sections
- headers and footers
- first page — formatting differently from subsequent pages
- review functions
- watermarks
- style gallery
- tables
- forms

Importing

- data from other applications
- dynamically linked data and charts from a spreadsheet

Mail merge

- merging data from applications into business documents

Printing

- A4
- multiple-page
- back-to-back
- booklets

Component	Marks	Duration
Component 1: question paper	50	1 hour and 30 minutes
Component 2: assignment	70	2 hours