

N4

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Curriculum for Excellence

N4

ADMINISTRATION and IT

National 4 ADMINISTRATION and IT



INTRODUCTION

INTRODUCING NATIONAL 4 ADMINISTRATION

The aim of this book is to provide practical help and tips for students and teachers alike with regards to the knowledge and understanding and ICT skills required for the SQA National 4 Administration and IT course as outlined below in the course specification. However, many of the IT skills covered in this book would be relevant to anyone wishing to improve their competency in this area.

THE NATIONAL 4 COURSE

The N4 Administration and IT Course comprises three mandatory Units and an Added Value Unit. While this book has been broadly divided into the three mandatory units, it must be remembered that many of the skills and the knowledge and understanding permeate all the units and they cannot be completed in isolation. The practice assignments at the end of each unit reflect this and **all** tasks have relevance to the Added Value Unit.

National 4 Administration and IT Course Specification (C701 74)

Mandatory skills, knowledge and understanding	Administrative Practices	IT Solutions for Administrators	Communication in Administration
Skills, qualities and attributes required of administrators	✓		
Basic skills in using the following IT applications: word processing, spreadsheets, databases, presentations and desktop publishing, in familiar administrative contexts		✓	✓
Skills in organising and supporting small-scale events	✓	✓	✓
Basic skills in using technology, including the internet, for electronic communication and investigation in familiar administrative contexts			✓
Basic skills in organising, processing and communicating simple information in familiar administrative contexts		✓	✓
Knowledge and understanding of key legislation affecting employees in the workplace	✓		
Knowledge and understanding of the key features of good customer care	✓		

Further mandatory information with regards to the Course Specification, Unit Specifications and the Added Value Unit Specification can be found on the SQA website: <http://www.sqa.org.uk/sqa/47431.html>

Each of the mandatory units has a number of outcomes. To gain a pass at National 4 level, you must pass all outcomes within each of the three mandatory units as well as the Added Value Unit. **All** of these are marked by your classroom teacher.

The specific outcomes and standards that you must achieve for each unit are as follows:

Administrative practices

Outcome 1

Provide an overview of administration in the workplace by:

- 1 Naming the main tasks, skills and qualities of an administrative assistant
- 2 Outlining the key features of good customer care
- 3 Outlining the key employee responsibilities in terms of health and safety
- 4 Outlining the key employee responsibilities in terms of the security of people, property and information

Outcome 2

Carry out administrative tasks in the context of organising and supporting small-scale events, according to a simple brief, by:

- 1 Carrying out straightforward planning tasks for the event
- 2 Editing documents to support the event
- 3 Carrying out follow-up activities

IT solutions for administrators

Outcome 1

Use functions of a spreadsheet in line with a given task by:

- 1 Editing a spreadsheet, applying simple formulae
- 2 Sorting data within the worksheet
- 3 Creating a simple chart from a specified range

Outcome 2

Use functions of a flat database in line with a given task by:

- 1 Populating a database, using forms
- 2 Editing a database
- 3 Manipulating information by searching and sorting
- 4 Creating a simple report

Outcome 3

Use functions of word processing in line with a given task by:

- 1 Creating and editing simple business documents, complying with the prescribed house style
- 2 Creating a simple table and sorting the data
- 3 Importing data into a simple business document

Communication in administration

Outcome 1

Use technology to gather information in line with a simple brief by:

- 1 Searching for and extracting simple information from the internet
- 2 Searching for and extracting simple information using an internal network (intranet)

Outcome 2

Use functions of technology to prepare and communicate simple information in line with a simple brief:

- 1 Using multimedia to create a simple presentation
- 2 Using desktop publishing to produce a simple document
- 3 Using an electronic method to communicate information

HOW TO USE THIS BOOK

Instructions and information, including screen dumps where relevant, have been provided in a logical and progressive way in order to help you to develop and build upon your skills as you work through the exercises and when direct support from your teacher is not available.

Every attempt has been made to ensure all the skills and knowledge and understanding elements specified in each of the Unit Specifications have been included either within this book or included in the exercises available on the digital zone (www.brightredbooks.net). In some instances, extension tasks have also been included for those students progressing to National 5 Administration and IT or entering further study, employment or training.

Your feedback on this book would be most welcome!

ORGANISING AND SUPPORTING SMALL-SCALE EVENTS

EVENTS ORGANISING 2

ON THE DAY OF THE EVENT

Setting up the venue

- Set up the room in the layout required and check that any equipment is working and catering and refreshments are in place.
- Put up signs, for example, to direct those attending to the relevant room, or put up 'do not disturb' signs for any meetings.
- Make sure all helpers know the location of toilets, timings of breaks and lunch and have an emergency contact number that can be used to contact the event coordinator at any time.

Organising attendees and speakers

- If it is a conference or training session, register delegates as they arrive and have them sign an attendance sheet, give out name badges and issue any materials needed.
- Welcome and look after speakers or whoever is providing the entertainment.
- Have a final rehearsal if possible and check time schedules.
- As the event draws to a close, thank everyone for coming, including speakers and the audience, and make sure people know where they are going next, for example, if there is further catering or any transport arrangements.



Ask for feedback

- At the end of the event, issue feedback forms to those who have attended. Ask them to make comments about the event, how it was organised, the catering, accommodation and so on and to give any suggestions that might improve similar events in the future. You can use these feedback forms to eliminate any areas of weakness.

AFTER THE EVENT

- Immediately after the event tidy up the room, dispose of rubbish and ensure leftover food and drink is disposed of.
- Write to thank all speakers/entertainers for their contribution and keep them informed about expense payments.
- Ensure all outstanding invoices and bills are paid, for example, caterers and room hire.
- If the purpose of the event has been to raise money, tally up the amount achieved and publicise to those who have made a contribution. If the event was a meeting, prepare the Minutes of Meeting ready for the Chairperson's signature.
- Meet with all those involved in the organisation of the event to discuss how it went, what has been learned and what would be done differently next time. Remember to take into account any feedback received from those attending the event. An example of a feedback form is shown opposite.

EXAMPLE

Course Evaluation Form

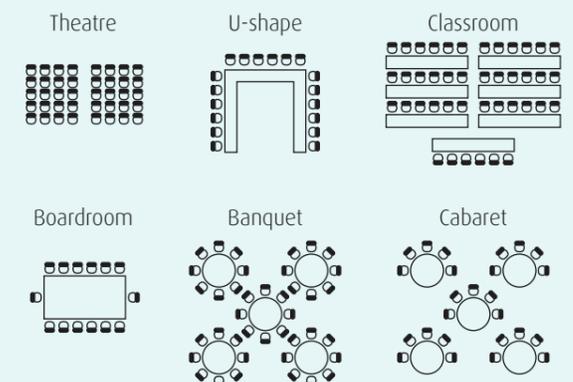
We would like to obtain your input about this and future courses. Please help us by completing the following information.

1. Speaker's Presentation Excellent Good Fair Poor
Comments: _____
2. Presentation Content: Excellent Good Fair Poor
Comments: _____
3. Was the presentation beneficial to you? Yes No
Comments: _____
4. Did you receive the information you expected? Yes No
Comments: _____
5. Was sufficient time provided for the presentation? Yes No
Comments: _____
6. Accommodation: Excellent Good Fair Poor
Comments: _____
7. Catering/Refreshments: Excellent Good Fair Poor
Comments: _____
8. Please give any other comments you feel relevant:



THINGS TO DO AND THINK ABOUT

1. Have a look at the layouts given and decide which layouts might suit:
 - (a) A retirement party
 - (b) A lecture about health and safety in the office
 - (c) Monthly sales planning meeting



2. Now that you know what is involved in organising and supporting an event, are there any events coming up in your school that you could help to run? For example, a fundraising non-uniform day – write down what you would do before the event, on the day of the event and after the event.

UNIT 2: IT SOLUTIONS FOR ADMINISTRATORS

SPREADSHEETS

AN OVERVIEW

USING SPREADSHEETS

A spreadsheet allows **calculations** to be performed and **graphs and charts** to be created. Spreadsheets are made up of rows and columns forming a grid of **cells**. Each row has a number and each column has a letter and this means that each **cell** has its own individual address.

EXAMPLE

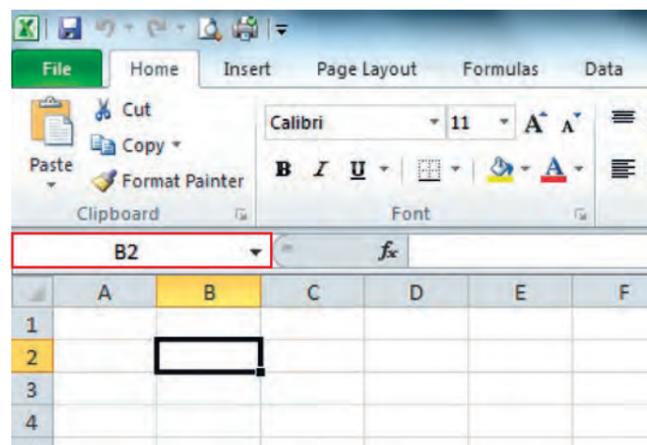
For example, the address of this cell is **B2**.

This address is also shown in the **Name** box at the top of the worksheet.

Cells can contain text, numbers or formulae to carry out a calculation.

Spreadsheets use symbols within formulae similar to those you would use in maths:

Calculation	Symbol
Addition	+
Subtraction	-
Multiplication	*
Division	/



EXAMPLE

You want to find the value of sales for three items as well as the total sales of all items.

The calculation to find the total sales value of biscuits is $6 \times \text{£}0.50$ which will go in D4.

Using the cell addresses of these two numbers, the calculation used in the spreadsheet would be **=B4*C4**

You now want to do a similar calculation for crisps and then lemonade so copy the formula down the column – the computer will automatically change the row number as the formula is copied down.

In cell D7, you want to find the overall TOTAL value so the formula should be **=D4+D5+D6**. However, when adding a column or row of figures it is much more efficient to use the **AutoSum** button (Σ), which is found in the Home tab. The steps are: click in cell D7, click Σ and the computer will include all the required cells within the range so just press the return key or enter key. The formula now reads **=SUM(D4:D6)**.

	A	B	C	D
1	SALES			
2				
3	ITEM	QUANTITY	PRICE	TOTAL
4	Biscuits	6	£0.50	£3.00
5	Crisps	8	£0.35	£2.80
6	Lemonade	14	£0.60	£8.40
7	TOTAL			£14.20

	A	B	C	D
1	SALES			
2				
3	ITEM	QUANTITY	PRICE	TOTAL
4	Biscuits	6	£0.50	=B4*C4
5	Crisps	8	£0.35	=B5*C5
6	Lemonade	14	£0.60	=B6*C6
7	TOTAL			=SUM(D4:D6)

DON'T FORGET

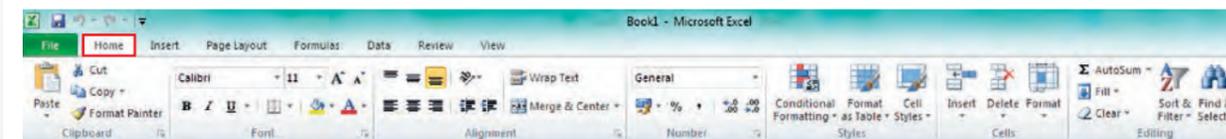
You must **ALWAYS** start your formula with the = sign

SPREADSHEET TABS

The tabs, menus and commands you are most likely to use are:

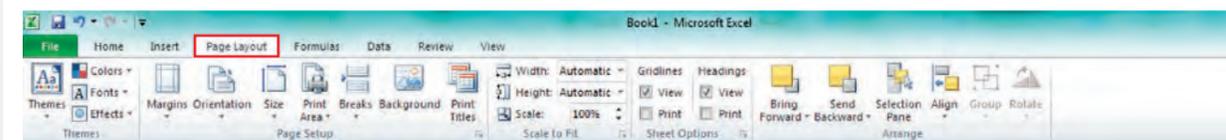
Home tab

This allows you to select **font** and **font size** and **styles** and format your spreadsheet including **text alignment**, **borders and shading**, **text wrapping** and **merging cells**. You can also **insert** and **delete rows and columns** and use **AutoSum** to add up a column of figures and to find **minimum**, **maximum**, **count numbers** and **average**.



Page Layout tab

This allows you to select various **print options** including **orientation**, **print area**, **gridlines** and **row and column headings** and **fit to one page** (see later)



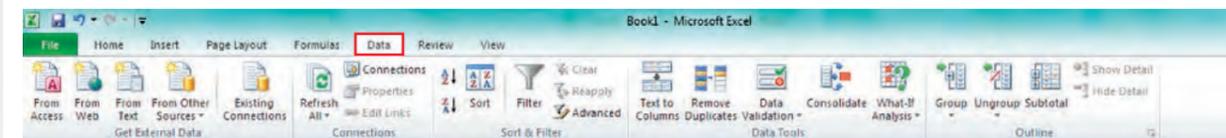
Formulas tab

Here you can **show formulas** used in your calculations



Data tab

This allows you to **sort** the information contained in your worksheet



Review tab

Here you can deal with **comments** included in the spreadsheet



THINGS TO DO AND THINK ABOUT

Try making up a spreadsheet to work out your own financial situation for the next month. Add in all the money you expect to receive, for example, pocket money, wages from paper rounds, etc., then take away all the money you expect to spend and see how much you have left. Update your spreadsheet as the month goes on and where any of the amounts change!

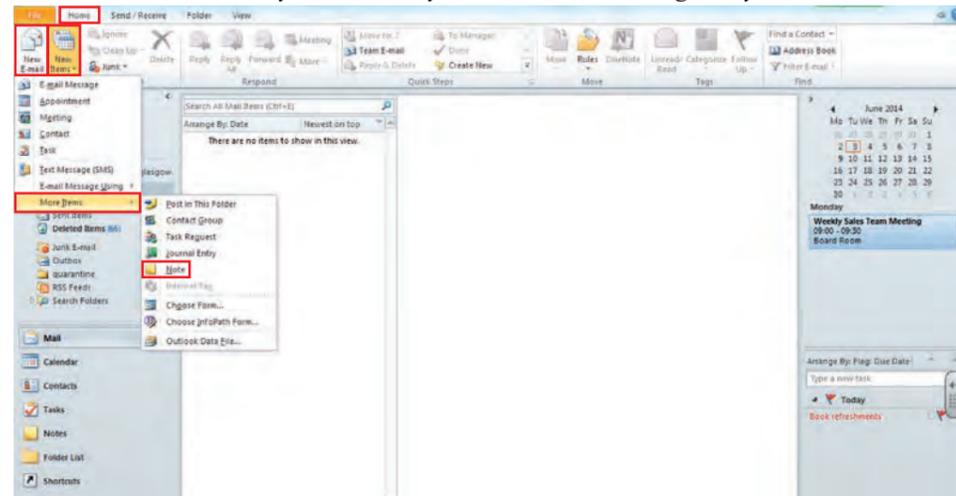
COMMUNICATIONS SOFTWARE

USING OUTLOOK

Communications software, such as Outlook, lets you send, receive and manage e-mails and also manage your calendar and contacts, such as friends and business associates. In addition, Outlook offers a task management facility as well as electronic “sticky notes”.

OPENING OUTLOOK

When Outlook opens you will get a window similar to that shown below. Under the Home tab you can either click on **New E-mail** to compose a new message or on **New Items** where, as well as being able to select E-mail Message, you will also be able to set up a new **Appointment**, **Contact** or **Task**. Going further down the menu to More Items, you will also be able to access **Note** – these are like sticky notes where you can add brief messages to yourself.



You can also access these functions by clicking on the icons in the navigation pane. We will now look at each of these individually.

MAIL

Electronic mail, or e-mail, is like sending a letter only the letter is sent over the intranet or internet and the recipient receives the message within seconds rather than days. E-mails can be received on smartphones and laptops as well as desktops. In order to save time, e-mail addresses can be saved in **Contacts** and **Contact Groups** (otherwise known as distribution lists) which can be set up to include groups of people that you might e-mail on a regular basis. For example, Mr Jones, a teacher, might set up a contact group consisting of the e-mail addresses of all pupils in his Admin class.

Sending a message

Clicking on New E-mail will open a window which will allow you to compose a new message. You can either key in the e-mail address of the recipient or if you click on **To...** this will take you into your list of contacts and allow you to select the appropriate address. A number of e-mail addresses can be put in the address box. Entering an e-mail address in the **CC...** box will mean that the recipient will also receive a copy of the message – this is normally just to keep them informed of what is happening; they do not need to take any action.

To send a document or file with your message use **Attach File** and if the e-mail is urgent mark it with **High Importance**.



E-MAIL GUIDELINES

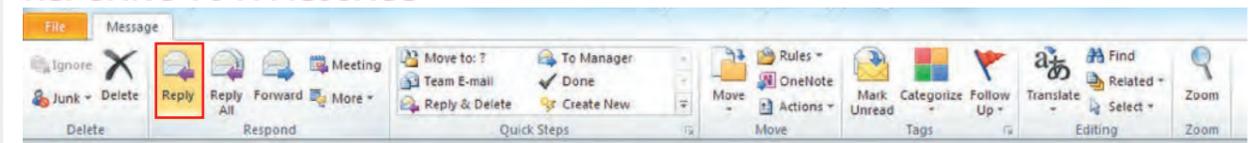
The following guidelines suggest how an e-mail should be composed:

- Include a Subject – what the e-mail is about.
- Start the e-mail with the person’s name, ‘Good Morning/Afternoon’ or, when sending to a group, you could use something along the lines of ‘Colleagues’.
- Keep the message brief and to the point. Do not use ALL CAPS – this means that you are shouting! Check all spelling and grammar carefully. Does the message make sense?
- Make it clear in the message if there is an attachment.
- Let the reader know that you have finished your message by including a closing line of text or ‘Regards’ or ‘Best wishes’ or something similar.
- Use attachments to send files, pictures or large documents. However, be careful with attachments you receive as this is one of the most common ways for computer viruses to spread. As a rule, you should never open an attachment from someone you don’t know or trust. Even if you know the sender, don’t open an attachment you are not expecting or an attachment that looks suspicious. Some viruses can destroy all the data on your computer, so it’s best to play it safe!
- If a message is very important it can be marked with a symbol which indicates that it should be read as a priority. Click on **High Importance**.

DON'T FORGET

Take time to clean out your inbox on a regular basis – any e-mails you want to keep can be organised into folders.

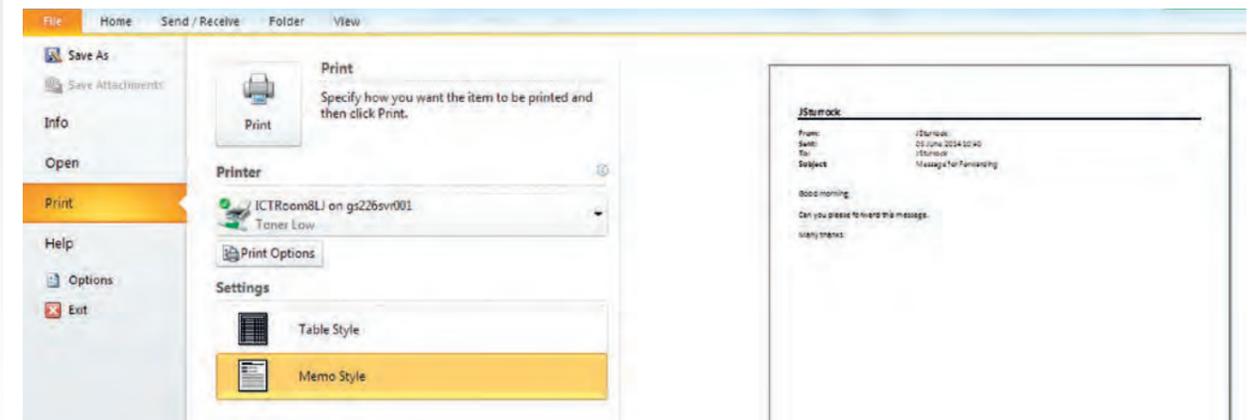
REPLYING TO A MESSAGE



To reply to a message that has been received, click on Reply. A window will open showing the original message as well as providing space for your reply.

PRINTING E-MAILS

Any e-mail that has been sent or received can be printed. Simply select the e-mail, go to the File tab then Print in Memo Style. Printing an e-mail will show details of date and time that the e-mail was actually sent as well as the message.



THINGS TO DO AND THINK ABOUT

Once you are happy with the information about communications software in this section, try out the practical exercises on pages 89 and 91.

ONLINE

For some great practical tasks on communications software, head to www.brightredbooks.net/N5AdminIT

ADMINISTRATION and IT

Jane Sturrock

This BrightRED Study Guide is just what you need to support your National 4 Administration and IT studies! Written by our trusted author and experienced Administration and IT teacher, Jane Sturrock, this book contains all the key course information and offers many practical activities, examples and tasks to let you focus on exactly what you need to get the most out of your course. Inside, you will find:

- ▶ **All the essential course content** arranged in easily digestible topics.
- ▶ **Full colour, highly illustrated, accessible and engaging spreads** to make sure all that study sticks!
- ▶ **Don't forget** pointers offering advice on the key facts and on how to avoid common mistakes.
- ▶ **Tasks** allowing you to build your Administration and IT skills on your own or in class.
- ▶ **Things to do and think about** sections at the end of each topic allow you to put your skills to the test.

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