

Certificate Specification NFQ Level 6

Administration 6M5013

1. Certificate Details

Title	Administration
Teideal as Gaeilge	Riarachán
Award Class	Major
Code	6M5013
Level	6
Credit Value	120
Purpose	The purpose of this award is to enable the learner to acquire the required knowledge, skill and competence to work independently or in a supervisory capacity in an administrative role in the private, public or voluntary sector and or to progress to higher education or training.
Statements of Knowledge, Skill and Competence	Learners will be able to:
Knowledge	
<i>Breadth</i>	Demonstrate a broad range of knowledge of administration practices and the role of administrative services in an organisation
<i>Kind</i>	Demonstrate a specialised knowledge of administrative functions, skills and processes
Know How & Skill	
<i>Range</i>	Apply a broad range of administrative knowledge and skills in proposing, planning, designing, implementing and evaluating administrative services within a variety of contexts.
<i>Selectivity</i>	Select from a comprehensive set of administrative skills, tools and techniques to solve routine and non-routine problems in an organisation.
Competence	

<i>Context</i>	Organise administrative services that support organisational policies, procedures, systems and objectives.
<i>Role</i>	Take responsibility for self and or others in planning, implementing and reviewing administrative services within a specific context
<i>Learning to Learn</i>	Evaluate own learning and assist others to identify their learning styles and needs within a structured learning environment.
<i>Insight</i>	Reflect on personal practice to inform self-understanding and professional development, taking into consideration the view of others.
	The learning outcomes associated with this award are outlined in the associated Component Specifications.
Access	To access programmes leading to this award the learner should have reached the standards of knowledge, skill and competence associated with the preceding level of the National Framework of Qualifications. This may have been achieved through a formal qualification or through relevant life and work experience.
Transfer	Achievement of this award will enable the learner to transfer to other appropriate programmes leading to awards at the same level of the National Framework of Qualifications.
Progression	Achievement of this award will enable the learner to progress to other appropriate programmes leading to awards at the next or higher levels of the National Framework of Qualifications.
Progression Awards	Learners who successfully complete this award may progress to a range of different awards.
Grading	Pass Merit Distinction The grade achieved will be determined by the grades achieved on the components

2. Certificate Requirements

The total credit value required for this certificate is 120. This will be achieved by completing:

Award Code	Title	Level	Credit Value
All of the following component(s)			
6N4169	Administration Practice	6	15
A minimum credit value of 15 from the following components			
6N0697	Customer Service	6	15

6N1948	Team Leadership	6	15
6N1950	Communications	6	15
6N2191	Leadership	6	15
A minimum credit value of 15 from the following components			
6N1949	Personal and Professional Development	6	15
6N1946	Work Experience	6	15
6N1947	Work Practice	6	15
A minimum credit value of 15 from the following components			
6N4089	Spreadsheets	6	15
6N2532	Web Authoring	6	15
6N4785	Relational Database	6	15
6N4977	Word Processing	6	15
A minimum credit value of 30 from the following components			
6N4865	Bookkeeping – Manual and Computerised	6	15
6N4945	Text Production	6	15
6N2774	Russian	6	15
6N3161	English as a Second Language	6	15
6N3750	Human Resources Management	6	15
6N3925	Contact Centre Support Skills	6	15
6N3945	Managing People	6	15
6N4005	Payroll Manual and Computerised	6	15
6N4045	Business Law	6	15
6N2398	Irish	6	15
6N2399	French	6	15
6N2400	Spanish	6	15
6N2401	German	6	15
6N2402	Polish	6	15
6N2403	Slovak	6	15
6N2404	Italian	6	15
6N2405	Irish Sign Language	6	15
6N4090	Project Management	6	15
6N4125	Civil Litigation	6	15
6N4165	Finance	6	15
6N4166	Financial Reporting	6	15
6N4167	Taxation	6	15
6N4168	Banking and Insurance	6	15
6N4185	Audio Transcription	6	15
6N4186	Front Office Skills	6	15
6N4322	Employment Law	6	15
6N4329	Supervisory Management	6	15
6N4333	Problem Solving	6	15
6N4343	Account Planning and Management	6	15
6N4369	Corporate Governance	6	15
6N4370	Marketing Communications	6	15

The remaining credit value of 30 can be obtained by using vocationally relevant component(s) from level 6. A maximum of 15 credits may be used from level 5.

3. Supporting Documentation

1. Documentation as listed in the component specifications associated with this award

4. Specific Validation Requirements

The provider must have the specific validation requirements detailed in the component specifications associated with this award

5. Europass Certificate Supplement

The Europass Certificate Supplement for this award can be accessed at: www.qqi.ie.

6. FET Award Standards

QQI award standards are determined within the National Framework of Qualifications (NFQ), <http://www.nfq-qqi.com>. QQI determines standards for the education and training awards that it makes itself and that are made by providers to whom it has delegated authority to make an award. Providers offering programmes leading to QQI awards **must** have their programme(s) validated in accordance with current validation policy (see www.qqi.ie).

Award standards are designed to be consistent with the NFQ's award classes i.e. major, special purpose, supplemental and minor awards. They are expressed in terms of **learning outcomes** i.e. concise statements of what the learner is expected to know or be able to do in order to achieve a particular award. Learning outcomes for QQI awards are contained within the associated specifications:

AWARD CLASS	STANDARDS	AWARDS
Major Award	Certificate Specification	Certificate (Levels 1 to 5) Advanced Certificate (Level 6)
Supplemental Award	Supplemental Specification	Supplemental Certificate (Level 3 to 6)
Special Purpose	Specific Purpose Specification	Specific Purpose Certificate (Levels 3 to 6)
Minor Award	Component Specification	Component Certificate (Levels 1 to 6)

Award standards are thresholds, they describe standards of knowledge, skill or competence to be acquired, and where appropriate, demonstrated, by a learner before an award may be made.

Award standards will be reviewed from time to time as necessary. Minor changes may be made by the QQI executive outside the review cycle where necessary. Changes to standards are published on QQI's website. Providers with validated programmes and

providers with delegated authority to make awards are responsible for monitoring relevant standards and making necessary responses to changes.

7. FET Credit

Every FET certificate and component specification includes an FET credit value (Table 1). FET credit is quantified in multiples of 5 FET credits (up to 50 hours of learner effort). Learner effort is based on the time taken by typical learners at the level of the award to achieve the learning outcomes for the award. It includes all learning time involved including: guided learning hours, self-directed learning and assessment.

Table 1: FET Credit Values

NFQ Level	Major Awards Credit Values	Default Credit Values Minor Awards	Other Permitted Minor Award Credit Values	Special Purpose and Supplemental Award Credit Value Ranges
1	20	5	10	
2	30	5	10	
3	60	10	5,20	>5 and <60
4	90	10	5,15,20	>5 and <90
5	120	15	5,10,30	>5 and <120
6	120	15	5,10,30	>5 and <120

Guide to Level

Learning outcomes at this level include a comprehensive range of skills which may be vocationally-specific and/or of a general supervisory nature, and require detailed theoretical understanding. The outcomes also provide for a particular focus on learning skills. The outcomes relate to working in a generally autonomous way to assume design and/or management and/or administrative responsibilities. Occupations at this level would include higher craft, junior technician and supervisor.

Strand	Sub-strand	Nature of learning
Knowledge	Breadth	Specialised knowledge of a broad area
	Kind	Some theoretical concepts and abstract thinking, with significant underpinning theory
Know How & Skill	Range	Demonstrate a comprehensive range of specialised skills and tools
	Selectivity	Formulate responses to well defined abstract problems
Competence	Context	Act in a range of varied and specific contexts involving creative and non-routine activities; transfer and apply theoretical concepts and/or technical or creative skills to a range of contexts
	Role	Exercise substantial personal autonomy and often take responsibility for the work of others and/or for the allocation of resources; form and function within, multiple and complex heterogeneous groups.
	Learning to Learn	Learn to evaluate own learning and identify needs within a structured learning environment; assist others in identifying learning needs
	Insight	Express an internalised, personal world view, reflecting engagement with others.

