



**QQI**

Quality and Qualifications Ireland  
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

## Component Specification NFQ Level 5

### Information and Administration 5N1389

#### 1. Component Details

|                           |   |
|---------------------------|---|
| <b>Title</b>              | Information and Administration  |
| <b>Teideal as Gaeilge</b> | Eolas agus Riarachán  |
| <b>Award Type</b>         | Minor   |
| <b>Code</b>               | 5N1389  |
| <b>Level</b>              | 5   |
| <b>Credit Value</b>       | 15  |
| <b>Purpose</b>            | The purpose of this award is to equip the learner with the knowledge, skill and competence required to understand how information is processed within organisations and the various systems and methods in use and to enable the learner to operate effectively, under supervision in a range of organisations. |

|                          |  |
|--------------------------|--|
| <b>Learning Outcomes</b> | Learners will be able to:  |
| 1                        | Explain the features of a range of organisations to include the functions of internal departments, the roles and duties of a range of personnel and the impact of workplace legislation on an organisation |
| 2                        | Describe the administration functions of an office to include the equipment and resources available to carry out these functions   |
| 3                        | Design an organisational chart   |
| 4                        | Describe an effective diary management system  |

- 5 Outline the roles and functions of a range of personnel in the planning and conduct of a range of business meetings
- 6 Create a manual or computerised database filing system
- 7 Carry out a range of administration functions to include the use of office equipment, document collation and proofing and payment validation
- 8 Organise inward and outward postage
- 9 Carry out diary management to include meeting notices and minutes and the preparation of business trip itineraries
- 10 Use office equipment and resources to meet the administration requirements of an organisation
- 11 Apply procedures to prevent unauthorised access to files and records.

## Assessment

### General Information

All assessment should be planned in accordance with the programme assessment strategy developed as part of the programme submission for validation. See **Policies and Criteria for Validation of Programmes**. Assessment should be undertaken consistently and reflect current assessment guidelines. See [www.qqi.ie](http://www.qqi.ie).

All FET assessment is criterion referenced. Successful achievement of the award is based on learners attaining the required standards of knowledge, skill or competence consistent with the **minimum intended programme learning outcomes**.

The techniques set out below are considered the optimum approach to assessment for this component. In exceptional circumstances providers may identify alternative assessment techniques through the provider's application for programme validation which are reliable and valid but which are more appropriate to their context.

Assessment of a number of components may be integrated across programmes for delivery, provided that the learning outcomes of each minor award are assessed.

Group or team work may form part of the assessment, provided each learner's achievement is separately assessed.

All providers are required to submit an assessment plan as part of their application for programme validation. Assessment Plans will include information relating to scheduling and integration of assessment. See current FET validation guidelines at [www.qqi.ie](http://www.qqi.ie).

## Assessment Techniques

In order to demonstrate that they have reached the standards of knowledge, skill and competence identified in all the learning outcomes, learners are required to complete the assessment(s) below.

The assessor is responsible for devising assessment instruments (e.g. project and assignment briefs, examination papers), assessment criteria and mark sheets, consistent with the techniques identified below and QQI's assessment requirements.

Programme validation will require providers to map each learning outcome to its associated assessment technique. All learning outcomes **must** be assessed and achieved in accordance with the **minimum intended module learning outcomes** set out in the validated programme.

|                      |     |
|----------------------|-----|
| Assignment           | 30% |
| Skills Demonstration | 30% |
| Examination - Theory | 40% |

## Description

### Assignment

*An assignment is an exercise carried out in response to a brief with specific guidelines as to what should be included. An assignment is usually of short duration and may be carried out over a specified period of time.*

### Skills Demonstration

*A skills demonstration is used to assess a wide range of practical based learning outcomes including practical skills and knowledge. A skills demonstration will require the learner to complete a task or series of tasks that demonstrate a range of skills.*

### Examination - Theory

*An examination provides a means of assessing a learner's ability to recall and apply knowledge, skills and understanding within a set period of time and under clearly specified conditions.*

*A theory-based examination assesses the ability to recall, apply and understand specific theory and knowledge.*

**Recognition of Prior Learning (RPL)**

To support the development and implementation of RPL with regard to access, granting credit/exemptions and achievement of awards/parts of awards, providers should refer to **QQI's Statutory Guidelines for Quality Assurance**, the **Policies and Criteria for Validation of Programmes** and the **Principles and Operational Guidelines for the Recognition of Prior Learning in Further and Higher Education and Training** available at [www.qqi.ie](http://www.qqi.ie)

**Grading**

|             |            |
|-------------|------------|
| Pass        | 50% - 64%  |
| Merit       | 65% - 79%  |
| Distinction | 80% - 100% |

**Specific Validation Requirements**

There are no specific validation requirements for this award

**Supporting Documentation**

None

**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**

Successful completion of this component award enables the learner to transfer to programmes leading to other certificates where this component is a mandatory or an elective requirement.

**2. 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](http://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 FET awards are contained within the associated specifications:

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

### 3. 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 broad range of skills that require some theoretical understanding. The outcomes may relate to engaging in a specific activity, with the capacity to use the instruments and techniques relating to an occupation. They are associated with work being undertaken independently, subject to general direction.

| Strand | Sub-strand | Nature of learning |
|--------|------------|--------------------|
|--------|------------|--------------------|

|                  |                   |   |
|------------------|-------------------|---|
| Knowledge        | Breadth           | Broad range of knowledge  |
|                  | Kind              | Some theoretical concepts and abstract thinking, with significant depth in some areas.<br>Some underpinning theory  |
| Know How & Skill | Range             | Demonstrate a broad range of specialised skills and tools   |
|                  | Selectivity       | Evaluate and use information to plan and develop investigative strategies and to determine solutions to varied unfamiliar problems  |
| Competence       | Context           | Act in a range of varied and specific contexts, taking responsibility for the nature and quality of outputs; identify and apply skill and knowledge to a wide variety of contexts |
|                  | Role              | Exercise some initiative and independence in carrying out defined activities; join and function within multiple, complex and heterogeneous groups                                 |
|                  | Learning to Learn | Learn to take responsibility for own learning within a managed environment  |
|                  | Insight           | Assume full responsibility for consistency of self- understanding and behaviour   |

*Extract from 'Determinations for the Outline National Framework of Qualifications': NQAI*