

Course Handbook

NQ Administration SCQF Level 5













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Welcome and Overview

We are delighted that you are coming to study at UHI Inverness and we would like to take this opportunity to warmly welcome you. We have produced this course handbook to help you make the most of your time with us and to help familiarise you with your course. There is a considerable amount of information contained in this handbook, some of which will be of greater relevance to you as you work through the course. It is here to dip in and out of when you feel you need a bit more information.

Key Contacts		
Your Personal Development Advisor (PDA) is:		Jasmine Murray
Your PDA's phone number is:		07384 246 345
Your PDA's email address is:		jasmine.murray.ic@uhi.ac.uk
Our Student Support phone number is:		01463 273208
Our Student Support email address is:		Student.Support.ic@uhi.ac.uk
Our Learning Support Team email address is:		Additionalssupport.ic@uhi.ac.uk
Our Wellbeing Team email address is:		Counsellor.ic@uhi.ac.uk
Our Library phone number is:		01463 273248
Our Library Team email address is:		Library.ic@uhi.ac.uk
Inverness Campus Reception & Scottish School of Forestry Reception		01463 273000 01463 273600
The Bothy email address is:		Thebothy.ic@uhi.ac.uk
Highlands and Islands Student Association		Hisa.inverness@uhi.ac.uk

Aims of your Course

The specific aims of your course are:

- Develop knowledge and understanding of effective working practices in a modern administration environment.
- Develop practical skills to be able to provide a range of administrative support services.
- Develop skills in using a range of software applications, ie, word processing, spreadsheet, database and communications software and knowledge of how these can be used efficiently and effectively in an administrative environment.
- Introduce planning and organisational skills and the practical time management skills required to support accuracy and efficiency in an administration environment.
- Develop communication skills, including research and presentation skills.
- Introduce a range of opportunities in new and emerging technologies (SQA 2021).

In addition, you will:

- Be provided with the opportunity to enhance your 'meta-skills' (self-management, social intelligence and innovation skills) throughout your programme (Skills Development Scotland 2021).
- Be provided with the opportunity to use, practice and embed your new skills and knowledge by working on a project.

Structure of your Course

This course consists of 18 units with a total value of 18 credits. The units you will study are as follows:

Unit Code	Unit Title	Credit	Semester
F3GB 11	Communication	1	1
J505 45	Spreadsheets for Administrators	1	1
F5A7 10	Word Processing 4	1	1
J4YW 45	Processing Business Documents	1	1
F5AD 10	Audio: An Introduction	1	1
F5AK 11	Medical Terminology: An Introduction	1	1
J4YV 45	Managing Your Time and Resources and Wellbeing	1	1
	Studies Advisor	1	1&2
	Project	3	1&2
F3GE 11	Working with Others	1	1&2
F3GD 11	Problem Solving	1	1&2
J4YX 45	Researching and Preparing Presentations	1	2
J4YR 45	Word Processing	1	2
J4YS 45	Front of Office Skills	1	2
J507 45	Database for Administrators	1	2
J4YT 45	Practical Office Skills and Technologies	1	2

The units that make up this qualification are a combination of those approved by Awarding Bodies, for example, SQA, IMI, EAL, City & Guilds or Skills register units designed to enhance your learning.

Progression Routes to Further Study and Employment

The curriculum area map clearly shows where this programme sits within this wider curriculum area, and the future progression routes which may be open to you after successful completion of this course.

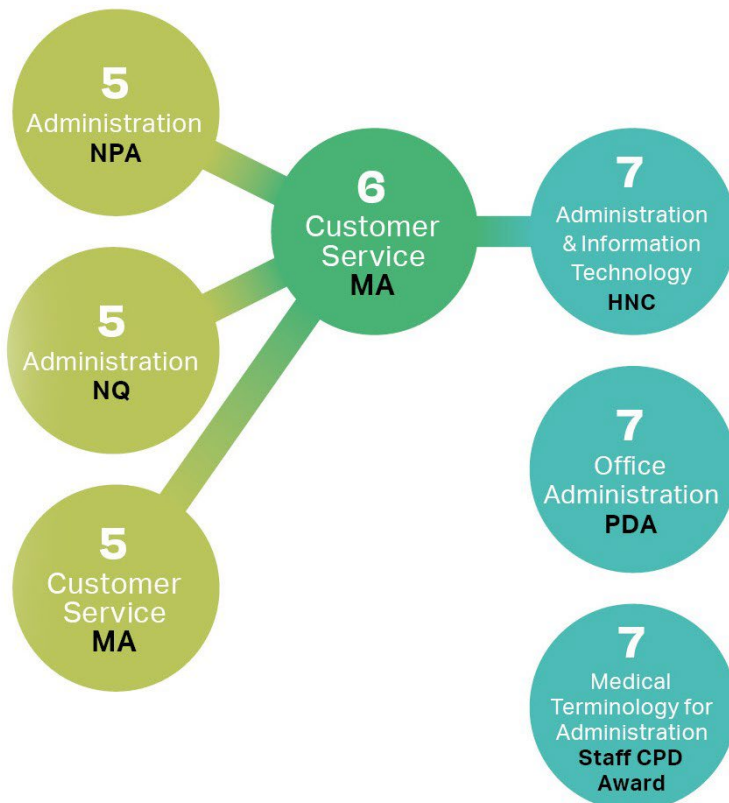
You may wish to continue your studies and apply for a place on the HNC Administration and IT course.

Other options may include:

- Administration Assistant
- Receptionist

You will discuss all these options and anything else with your Personal Development Advisor (PDA) during your personal interviews throughout the year and specifically when discussing progression.

Administration progression route



Personal Support Whilst Learning

Congratulations on taking a brave step onto a new pathway to learning!

We understand that throughout the course of your learning journey you may experience personal difficulties or life events which make studying more challenging. Our aim is to offer the care, support and guidance required to help you achieve your goal of successfully completing your studies.

If you are studying full time at SCQF Level 6 or below (Further Education **FE** level) you will be assigned to a **Personal Development Advisor (PDA)**.

Your **PDA** should be **your first point of contact** for any support needs, queries or concerns you may have.

Your PDA


We have a team of Personal Development Advisors (PDAs) who will be available to provide advice and guidance to support your personal development while you study with us. The PDA is not academic support but is a focal point for pastoral care and will work in partnership with your academic teams to support you whilst you study.

Your PDA is Jasmine Murray.

If you need to see your PDA during College hours, you should make an appointment via email or in an emergency on the mobile number provided or via the Student Support Centre.

General student support will also be offered through the Student Support Centre which is open during term time from 0830 to 16.30hrs, Monday to Friday.

You can contact me on:

 01463 273208 or Mobile: 07384 246 345

 Jasmine.murray.ic@uhi.ac.uk



PDA Time

You will be scheduled to have specific time with your PDA throughout the course of the year. It is very important that you attend these sessions as they are designed to help you manage your wellbeing and ability to study effectively.

Sessions could include:

- Induction and orientation information
- Team building activities
- Wellbeing and resilience tools
- Coping with stress strategies
- Employability, careers advice and preparation
- Finance and budgeting information, support and guidance

Your PDA can also help you with a wide range of other concerns you may have such as:

- Attendance and attainment concerns
- Course information and choices
- Finance – Funding support, applying for hardship funds
- Help filling in forms - Course and funding applications
- Accommodation - Help and advice on where to look
- Childcare information - local nurseries
- Progression after your course - What to do next and where to look

Your PDA can also refer you to more specialist services for wellbeing, counselling, general and additional support for learning, funding, welfare needs and additional help and guidance for managing your transition into student life.

This list is by no means exhaustive. Your individual needs are important to us, whatever the situation, we will listen and try to help.

If your PDA is not available, you can drop into the Student Support Centre behind reception at the Inverness campus and the team will aim to provide the answers you need or find someone who can.

The Student Support Centre is open from 0830 – 16.30 Monday to Friday.

Alternatively, you can contact us –



01463 273208



Student.Support.ic@uhi.ac.uk

Course Work

It is important for your own development that you become a responsible learner. This includes learning to manage your own time, as well as seeking information beyond that which you are given in class. You should allocate the equivalent of at least one full day across the week for personal study and adhere to that, using your diary to plan and prioritise your learning. Poor time management can increase the pressure you experience when assessments are due. Being well organised and setting time aside for personal study will increase your chances of success.

Presentation of work

You should always read over a piece of work before you submit it, particularly checking for spelling and grammatical mistakes. Your work should have a title including the unit's name and assessment number and be labelled with your name and student ID number.

If you require further support for academic writing, you should seek help from members of staff in The Bothy on campus. For each assignment or project, you will be given more specific guidelines. It is essential that you follow these guidelines as they are there to help you.

Assessment of your Work

Throughout your course, your work will be assessed in several different ways, depending on the different criteria in individual units.

Many courses delivered at UHI Inverness are assessed partly or wholly on a continuous basis – in other words, you will be assessed on parts of your work as you go along rather than all of it at the end of the unit. This assessment is carried out by the lecturer teaching the unit.

So that assessments can be fair to all students, and whoever teaches them, internal assessments are checked by other lecturers teaching the same, or similar, units. This is a process called 'internal verification'.

Internal assessment is not just about judging whether you have passed or failed. It also provides both you and your lecturers with important information about what you are doing well and where you have shortcomings in your knowledge, understanding or skills. Assessment is closely linked to the learning process in the sense that the feedback you will receive from your lecturers will help you improve your work in the future.

Finally, a range of courses delivered at UHI Inverness are assessed by means of an externally-set and externally-assessed examination or project. The examining body will inform you directly whether you have completed your course successfully. Lecturers are not able to tell you whether you have passed or failed, until they have been informed by the examining body (usually at the same time as you will know directly from the examining body). If in doubt, please ask your lecturer about the procedures used.

Re-assessment of your Work

If you are unsuccessful in an internal assessment, you will be offered the opportunity to be re-assessed (remediate your work). Depending on the arrangements for re-assessment laid down for a particular unit, this may involve retaking either the whole assessment or just part of it. You will normally only be allowed one (or, in exceptional circumstances, two) re-assessment opportunities. Your lecturers will be able to give you more information about re-assessment for your course.

Submission of your Coursework

You should hand in or upload all coursework to the appropriate lecturer. All coursework for assessment will have a specified deadline for submission. It is **essential** that you meet the submission deadline to ensure fairness amongst all students and to enable staff to mark efficiently. Your subject lecturer may allow you an extension to a submission date if there are valid (mitigating) circumstances affecting your ability to meet the deadline.

If you are unwell when completing assessed coursework or sitting examinations or have any other specific difficulties that may affect your performance in assessed coursework or examinations, you should notify your PDA as soon as possible, and make immediate arrangements for medical certificates or other letters of support to be submitted.

Mitigating Circumstances

There may be times when you cannot complete assessments to the best of your ability, are unable to attend an examination, or are unable to meet an assessment deadline due to adverse circumstances beyond your control e.g. illness or a serious accident at the time of assessment. As a result, students can request that these circumstances are taken into consideration by UHI Inverness. Submitting a request does not automatically guarantee that it will be accepted.

For more information on Mitigating Circumstances please ask your PDA. This process will also be covered during the Induction process.

Academic Appeals Process

There may be an occasion you wish to appeal against a result provided by a member of lecturing staff or against a decision of the Progression Board.

Full details of the procedure to follow can be found on the publications page of our website [About us - Publications \(uhi.ac.uk\)](#). You should contact your PDA for advice and guidance as a first step.

Malpractice

Your qualification is likely to be accredited by an Awarding Body, for example, SQA, City and Guilds, EAL, IMI. It is important that any work you, or other students in your class produce is your own work. Awarding Bodies have regulations in place about this; and what to do if we think someone is not following the requirements.

Malpractice – SQA definition

Malpractice means any act, default, or practice (whether deliberate or resulting from neglect or default) which is a breach of assessment requirements including any act, default, or practice which:

- Compromises, attempts to compromise, or may compromise the process of assessment, the integrity of any SQA qualification or the validity of a result or certificate; and / or
- Damages the authority, reputation, or credibility of SQA or any officer, employee or agent of SQA.

Malpractice can arise for a variety of reasons:

- Some incidents are intentional and aim to give an unfair advantage or disadvantage in an examination or assessment (deliberate non-compliance);
- Some incidents arise due to ignorance of SQA requirements, carelessness, or neglect in applying the requirements (maladministration).

Malpractice can include both maladministration in the assessment and delivery of SQA qualifications and deliberate non-compliance with SQA requirements.

Candidate Malpractice

'Candidate or student malpractice' means malpractice by a candidate in the course of any examination or assessment.

Candidate malpractice can occur in, but is not limited to:

- the preparation and authentication of coursework
- the presentation of practical work
- the compilation of portfolios of candidate/assessment evidence
- conduct during an internal assessment

Allegations of candidate malpractice will be dealt with using the Student Malpractice Procedure. The Student Malpractice Procedure applies to all students.

Non-Academic Misconduct

Where other issues arise which need to be dealt with in a formal manner and in order to protect the student involved and in line with UHI Inverness processes the Student Disciplinary Procedure must be followed.

Reporting Requirements

Candidates should report any suspected case of malpractice:

- By candidates to the delivering lecturer, their Personal Development Adviser / Personal Academic Tutor, or other member of teaching staff
- By members of staff to the delivering lecturer, their Personal Development Adviser / Personal Academic Tutor, or other member of teaching staff

Appeals against Malpractice

Candidates have the right to appeal any malpractice decision made against them. The appeals process is contained within each of the procedures noted above. This includes the timescales for appeal.

Candidates have the right to appeal to SQA, or other awarding body, where:

- the centre has conducted an investigation, the candidate disagrees with the outcome and has exhausted the centre's appeals process
- SQA has conducted an investigation and the candidate disagrees with the decision

For regulated qualifications only:

Candidates have the right to request a review by the appropriate regulator (SQA Accreditation, Ofqual or Qualifications Wales) of the awarding body's process in reaching a decision in an appeal of a malpractice decision for qualifications subject to regulation.

Complaints

Complaints Process – Students

UHI Inverness provide two opportunities to resolve complaints internally: frontline resolution (non-complex issues) and investigation i.e. the issues raised are complex and require detailed investigation.

You can discuss your complaint with any member of our staff, by phone, in person or if you prefer in writing to Quality.ic@uhi.ac.uk or by using the complaint form on the [website](#).

If we can, we hope to resolve all complaints in 5 working days. If your complaint is more complex, we may need to take longer in order to investigate it thoroughly. This can take up to 20 working days, if we need any longer we will let you know.

Complaint Guidelines

Full details about what you can complain about, timelines and the process can be found in the [5.-Complaints-Handling-Procedure-Part-5---Complaints-procedure---a-guide-for-complainants.pdf \(uhi.ac.uk\)](#)

Partnership Agreement

Students who enrol on courses with UHI Inverness are entering into a partnership. Our **Partnership Agreement** involves a commitment from you, the learner, to engage positively with your studies and a commitment from the UHI Inverness to provide appropriate support to you throughout your course. Working in partnership we hope to create an excellent experience for all involved.

Your Personal Development Adviser (FE) or Personal Academic Tutor (HE), will discuss our *Partnership Agreement* and will outline the entitlements students of UHI Inverness have, along with our collective responsibilities.

Attendance and Part Time Employment

Your success as a student depends on full and regular attendance of **all** classes. You should inform your Personal Development Adviser (FE) or Personal Academic Tutor (HE), as soon as possible if you have problems with attendance and follow the Attendance Procedure. Our records show that students who do not attend all their classes have a very high risk of failure. We recognise that you may need to undertake part-time work, but we strongly advise you not to take employment of more than 15 hours a week if you are a full-time student. Should you need to take employment of more than 15 hours per week we recommend you register as a part time student. A full-time student is expected to follow their timetable and negotiate work times around it.

As part of the Partnership Agreement, you commit to attending classes on time. Attendance at class is imperative; if you do not attend, you are unlikely to successfully complete coursework, or be able to sit and pass assessments. We will do everything we can to support your success, but you must be here to enable us!

Student Funding and Finance

Your attendance is also important for your funding. Students are expected to attend **all** their classes and engage appropriately in their studies. You must advise UHI Inverness, each and every day (or part of a day), of an absence using the ABSENCE REPORTING PROCEDURE detailed in the link below:

[Student Support Services - Attendance and Absence \(uhi.ac.uk\)](#)

A member of the funding team will be on hand within the **Student Support Centre** to help you with any funding and finance related concerns you may have, including any difficulties you may encounter in applying for bursaries, and other funding options.

Every student's circumstances are different, so if you are unsure about what you should apply for come and speak to one of the funding team.

The Student Support Centre is open from 0830 – 16.30 Monday to Friday.

Alternatively, you can contact us –



01463 273482



Funding.ic@uhi.ac.uk

Planning Ahead

It is important that you plan ahead to help you achieve success in your programme. An assessment schedule will be provided at the start of the year. The full academic calendar for the session will help you identify when holidays are, for example, and can be found at:

[Calendar 2022-2023 \(uhi.ac.uk\)](https://uhi.ac.uk)

Care Experienced Learners

We have a dedicated Access and Transitions Coordinator, to help students whilst at UHI Inverness who have lived experience of the care system. Examples of care are, residential care, foster care, and cared for by friends or relatives (other than parents).

We are committed to all our students, and we will do all we can to make your experience at UHI Inverness an enjoyable and rewarding one. At times young people who are in or who have left care may need extra support to deal with the challenges of being a student and UHI Inverness life.

Our Access and Transitions Coordinator can provide a wide range of support, such as:

- Financial advice, including support to apply for bursaries
- Help with settling into UHI Inverness life
- Getting the most out of your student experience
- Advice and support finding accommodation
- General advice and guidance

For more information or to make an appointment, please contact:



Transition.ic@uhi.ac.uk



Or phone / text: 01463 273803 / 07385 433 438

Wellbeing and Learning Support

We encourage all students and staff to be as proactive as possible in looking after their health and mental wellbeing. We run wellbeing workshops and events throughout the year and can also provide mental health support and counselling when needed, both face-to-face and on-line. You also have access to [Spectrum Life](#) and [Togetherall](#), our 24/7 on-line mental health support platforms.

You can find current information on our webpage at:

[Student Support Services - Wellbeing \(uhi.ac.uk\)](#)

To request a confidential meeting with the Wellbeing team, contact:



Counsellor.ic@uhi.ac.uk

For students who have a significant health or mental health issue, disability or learning barrier, we encourage you to have a chat with our **Education Support Advisers** as early as possible so that we can put supportive arrangements in place for you. This will ensure that you are all set to be as successful as possible during your time with us.

We can offer on-going support plus equipment and training in the use of assistive technologies, and you may be entitled to alternative arrangements for assessments and exams.

You can find more information on our webpage at:

[Student Support Services - Additional Support Needs \(uhi.ac.uk\)](#)

To request a confidential meeting with an Education Support Adviser, contact:



additionalsupport.ic@uhi.ac.uk



Caring Responsibilities, Estranged Students, Veterans

We recognise that some students will face additional challenges due their circumstances. We are proud to be the first Tertiary Institution in Scotland to achieve the Going Further and Going Higher awards in recognition of the high level of support we provide to students who 'provide unpaid care for a friend or family member(s) who has an illness, disability, mental health problem or addiction and cannot cope without their support'. (Carers Trust Scotland). We are similarly proud of the support we provide to estranged students and are committed to the promises outlined in the Stand-Alone pledge. We recognise the additional challenges faced by students who are irreconcilably estranged from both biological or adoptive parents, or only living parent and will provide as much support as we can to overcome any barriers you may face.

UHI Stand Alone Pledge [Inclusive support, additional needs, disability matters - Estranged Students \(uhi.ac.uk\)](#)

Our Access and Transition Coordinator can provide a range of support to those facing additional barriers to learning, including, for example:

- Financial advice, support with budgeting
- Help with settling into UHI Inverness life and adapting to being a student
- Getting the most out of your student experience
- Advice and support finding accommodation
- Be a single point of contact to co-ordinate any other support you might need from UHI Inverness services
- General advice and guidance

For more information or to make an appointment then please contact:



01463 273803 or 07385 433 438



Transition.ic@uhi.ac.uk

Study Skills and Academic Support

The Bothy on Campus

The Bothy is our workshop and drop-in support venue. Located behind the Student Support Centre on the ground floor, you will find this to be a quiet and welcoming space to drop-in to when you need some help with your studies. Students are also welcome to work independently in here, or to just take some time-out from the hustle and bustle of campus to sit and read a book in between lectures. (Please note, you can expect some conversation-level noise during workshops and group sessions and when our staff are working with other students.)

The Bothy is staffed by Education Support Advisers and The Bothy Support Assistant, who will take a person-centred approach in helping you to develop independent skills as a learner. We aim to introduce you to techniques, resources, and technologies that will continue to support you in learning and life, even after you have completed your course! We liaise closely with staff in our Wellbeing, Student Support, and Transitions teams and will signpost you to their services whenever appropriate too.

The Bothy on Brightspace

We also provide information and resources online within The Bothy on Brightspace. We can arrange for you to have a 1-1 session with one of our advisers via Webex, and many of our workshops are delivered via Webex too, making The Bothy support just as available to students who are learning from home.

Workshop programme

If you are looking to get ahead with your self-development, The Bothy runs a variety of free workshops and drop-in skills sessions throughout the year, delivered by staff from our Professional Service and Academic teams. Some workshops take place in The Bothy's workshop space, and some are delivered online via Webex. We cover mental wellbeing, assistive technology, learning hacks, English language skills, and more. Check out our current schedule in The Bothy's Brightspace calendar here: [Calendar Month View - The Bothy \(uhi.ac.uk\)](#).

The Bothy is also the venue for various student group gatherings, such as our Neurodiverse Group and our Care Experienced Study group. New members are always welcome and meeting times can be found on our calendar.

For all queries and bookings please contact, thebothy.ic@uhi.ac.uk.

Drop-in study support

Feeling a bit stuck with how to format your assignment? Needing to improve your revision technique? Pop past The Bothy to speak with one of our experienced advisers. A face to face or online appointment can also be booked for a longer 1-1 session- see below to check what we can help you with.

1-1 Guidance

<p>What we can help you with:</p> <ul style="list-style-type: none">• Unpacking your assignment brief• Breaking a project down into manageable steps• Creating an assignment plan• Locating appropriate resources• Developing effective research skills• Planning your time• Structuring your coursework/assignment• How to reference correctly• How to proofread your work for errors• Developing effective revision skills for your learning style• How to prepare for assessments• How to use IT and assistive tools to make life easier	<p>What we can't provide:</p> <ul style="list-style-type: none">• Subject-specific tuition• Core literacy and numeracy tuition• Proofreading your work for you (unless specified in a PLSP)• A 'pass' guarantee- all work remains your own
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Library and Learning Resource Centre

The Library and Learning Resource Centre are situated on the Second floor and offer study facilities and resources to support your course. The Library offers quiet study space, and has PCs study booths, as well as over 30,000 books. The Learning Resource Centre is the open plan study area and has PCs, study spaces and Nooks, which offer private study facilities. Printers are available in the Library and Second Floor Atrium, and help is at hand from the Library team if you need assistance in finding the resources for your course.

For further information on Library and Learning Resource Centre services, please visit our guide - [Welcome to UHI Inverness Library and LRC - UHI Inverness Library and LRC - LibGuides at University of the Highlands and Islands](#)

Library during term time –

Day	Open	Close
Monday	0830	1700
Tuesday & Wednesday	0830	2000
Thursday & Friday	0830	1700
Saturday & Sunday	Closed	

Library during academic holidays –

Day	Open	Close
Monday to Friday	0830	1700
Saturday & Sunday	Closed	

Recommended Texts / Reading List

There are no set recommended texts for this course, but your tutors may advise further reading pertaining to individual subjects.

You can take out 15 books at a time from the Library and there is a drop-box and in the Ground Floor Atrium where you can leave books if the Library is shut.

The Students' Association and Student Voice Representatives

Student Voice Representatives

You can find the Highlands & Islands Students' Association (HISA) to the right-hand side of the front entrance in the Atrium of the Inverness campus. HISA's main role is to represent students. Students are represented largely through the role of Student Voice representatives. Student Voice representatives are chosen from each course by their peers and will act on their behalf to represent their views and opinions at the Student Representative Council (SRC). This is a crucial role and excellent experience for anyone. Full training is provided for this role which many find valuable for their CV and future employment.

There is also a fun side to student life that HISA helps to facilitate. This is done through charity fundraisers which are held throughout the year such as Pink day and MFR Cash for Kids. HISA also have term time sports clubs, which include Badminton, Fitness Kick Boxing, Basketball, Football, MMA and Volleyball. There are also societies including Anime and Manga Society, Alliance, Dramatic Society, Games Development Society, and the campus Debating Society. There are always opportunities to create new clubs or societies too, so we welcome any suggestions! HISA also cater to your stationery needs by selling everything from pens and pencils to note pads, all available in the main campus shop.

Lost Property

Lost property can be handed in to the reception desk at the Inverness campus or Balloch campus at the Scottish School of Forestry. Items such as clothing, bags shoes will be held for **one month** only. After such time these will be sent to local charities. Items such as earphones and water bottles will be destroyed after **one month**. Valuables items (passports, driving licences, mobiles, purses, wallets, bags and jewellery) will be taken to the Police on a **monthly** basis.

Bank cards are **not** considered valuable and will be kept for **one** week before being destroyed by placing in our confidential waste.

Items containing food or drink will be disposed of immediately.

Opening Times

Opening times can be viewed on our webpage. Please select the relevant campus:

[Study - Our campuses \(uhi.ac.uk\)](http://uhi.ac.uk)

References

Useful information about UHI Inverness

Includes strategies, publications and Student Code of Conduct

[About us - Publications \(uhi.ac.uk\)](http://uhi.ac.uk)

SQA (2021) NC Administration [online]. Available from [GR7W45.pdf \(sqa.org.uk\)](#)

Skills Development Scotland (2021) A guide to meta-skills across the curriculum [online]. Available from [1451_skills-toolkit-phase-1-guidance-paper_v4-002-final.pdf \(skillsdevelopmentscotland.co.uk\)](#)