

Course Handbook

NPA Administration: Office Skills and Services
SCQF Level 5



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Welcome and Overview

As you begin your student experience with us, you are entering a supportive and vibrant learning community built on mutual respect and collaboration.

At UHI Inverness we are committed to providing you with the resources you need to thrive academically and personally. Our Student Support Centre and The Bothy, our drop-in workshop and support venue, are open every weekday to assist you every step of the way. They are both located behind reception at the Inverness Campus.












We also offer cost-of-living support such as our foodbank, The Larder, and our free toiletries cupboard, The Cubby, which can both be found in the atrium. Additionally, we provide three free car parks and bike storage at the Inverness Campus and there are public service bus stops in our grounds.

As part of our commitment to create a healthy and inclusive environment, we are proud to maintain a smoke-free campus. Smoking and vaping are only permitted in the smoking shed by car park one. Please refrain from smoking at entrances, exits, and approaches to our campus buildings to uphold our clean and welcoming atmosphere.

We are excited to welcome you to UHI Inverness and look forward to supporting you throughout your time with us.

Please read the [Welcome Guide](#) and [Key Information Booklet](#). There is a variety of information contained in these guides, some of which will be of greater relevance to you as you work through the course. They are there to dip in and out of when you feel you need a bit more information.

Key Contacts

Your Personal Development Advisor (PDA) is:		Leanne Carrel
Your PDA's phone number is:		07384 246337
Your PDA's email address is:		<u>Leanne.Carrel.ic@uhi.ac.uk</u>
Our Student Support phone number is:		01463 273208
Our Student Support email address is:		<u>Student.Support.ic@uhi.ac.uk</u>
Our Learning Support Team email address is:		<u>Additionalsupport.ic@uhi.ac.uk</u>
Our Wellbeing Team email address is:		<u>Wellbeing.ic@uhi.ac.uk</u>
Our Library phone number is:		01463 273248
Our Library Team email address is:		<u>Library.ic@uhi.ac.uk</u>
Campus Reception		01463 273000
The Bothy email address is:		<u>Thebothy.ic@uhi.ac.uk</u>
Highlands and Islands Student Association		<u>Hisa.inverness@uhi.ac.uk</u>

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, 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

The units you may study are as follows:

Unit Code	Unit Title	Credit Value	Semester
J505 45	Spreadsheets for Administrators	1	IN2
F1F9 10	PC Passport: Introduction to the Internet and On-line Communications	1	IN2
J4YX 45	Researching and Preparing Presentations	1	IN2
J4YT 45	Practical Office Skills and Technologies	1	IN2
F3GB 11	Communication	1	IN2
D519 09	Using a Keyboard	1	IN2
J4YS 45	Front of Office Skills	1	IN2
J4YV 45	Managing your Time, Resources and Wellbeing	1	IN2
F3GD 11	Problem Solving	1	IN2
INWORDPRL5	Word Processing Level 5	1	IN2
INSTUADV	Studies Advisor	0.5	IN2

IN1 = Semester 1 IN2 = Semester 2 IN12 = Semester 1 & 2

The units that make up this qualification are a combination of those approved by Awarding Bodies, for example, SQA, 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

Course	SCQF	Mode of study
Introduction to Business Admin and Accounting	5	Full time
NPA Administration: Office Skills and Services	5	Short Full time
SVQ 3 Business and Administration MA	6	Work Based
Office Administration PDA	7	Part time
Administration and Information Technology HNC (UCAS code U17PN)	7	Full time, part time

Administration progression route



Get Tech Ready

You will be using lots of different digital tools and systems as a student with us.

The following information will help you prepare for starting your studies.

We have also listed some of the main services you will be using when you start with us:

MyDay, our student portal – Some of the key tiles include:

- Brightspace, our virtual learning environment
- Mail
- UHI Print
- Absences & Timetables

The screenshot shows the UHI MyDay student portal dashboard. The top navigation bar includes the UHI logo, 'Student Home', and 'PERSONALISE'. A left sidebar lists various navigation options like 'Send feedback', 'DASHBOARDS', 'NAVIGATION', 'MyDay FAQ's', 'Academic Calendar', 'Student Information', 'Library Resources', 'Support for students', 'Staff Information', 'UHI Inverness Staff', 'Inverness Local Jobs', 'Inverness Student Tiles', 'APPS', 'Mail', and 'Tasks'. The main content area features a large banner with three students and a '81% Student satisfaction' statistic. Below the banner is a 'Research' section with a grid of tiles for 'YOUR STUDENTS' ASSOCIATION', 'Mahara', 'Webex', 'Dropbox', 'OneDrive', 'Outlook', 'Tasks', 'Access Portal', 'Brightspace', 'Handshake', and 'UHI Print'. A bottom row of tiles includes 'spectrum.life', 'Where wellbeing works', 'Referencing', 'Service Desk', 'The Red Button', 'Library Account', 'UHI Records', 'Chat to Servicedesk', 'My Student ID', and 'Essential Skills'. A right sidebar contains a 'Newsroom' section with updates on 'Money May', 'Who Cares? Scotland', and 'May Day holiday', along with a grid of tiles for 'Absences & Timetables', 'Policies', 'Campus Services', 'Student Support', 'Social Media', and 'Library Resources'.



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 Leanne Carrel.

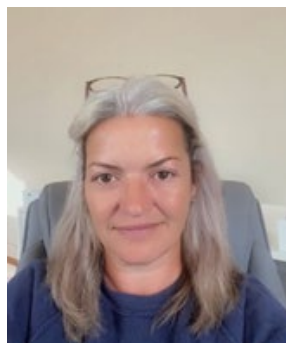
If you need to see your PDA during College hours, you should make an appointment via email or in an emergency on the mobile number provided in this handbook or via the Student Support Centre.

General student support will also be offered through the Student Support Centre, which is open from 0830 to 1630, Monday to Friday, at Inverness Campus.

You can contact me on:

 01463 273208 or Mobile: 07384 246337

 Leanne.Carrel.ic@uhi.ac.uk



If your PDA is not available you can contact the other PDA in your curriculum area, or our Student Support team - Claire.Ross.ic@uhi.ac.uk ; Student.Support.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, if required
- 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 for help and support

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 to 1630, Monday to Friday.

Alternatively, you can contact us –



01463 273208



Student.Support.ic@uhi.ac.uk

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 closed.

Lost Property

Lost property can be handed in to the reception desk at the Inverness campus or Balloch campus. 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 the Estates Team or our Data Protection Officer, who will shred on our behalf.

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)