

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Qualification structure

Qualification Type: Component Award	Discipline: F	Sector: C00	Level: 4	No in series: 01	Year of approval: 12
--	------------------	----------------	-------------	---------------------	-------------------------

Credit value: 9 Credit hours	Certification requirement: 3 Core Units
---------------------------------	--

Qualification aims

The aim of the qualification is to enhance the learner’s career and employability in the areas of business and administration by developing a critical awareness and appreciation of contemporary business issues. The qualification provides learners with an understanding working within an organisational structure, organising meetings and making a presentation.

Qualification units

Core units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC000401412	1	Work within an organisational structure	4	3
FC000401812	2	Organise meetings	4	3
FC000401912	3	Make a presentation	4	3

Specialist units

Unit code:	Unit no:	Unit title:	Level:	Credit value:

Optional units

Unit code:	Unit no:	Unit title:	Level:	Credit value:

Prerequisites

Entry requirements	Requirements
<p>Learners will require the following skills for completion of this unit as follows: Analytical skills, communication skills, effective business relationships, information management skills, presentation skills, research and data collection skills, relate to people from diverse backgrounds, and diverse abilities.</p> <p>The unit is open to candidates of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning. There should be equality of access for candidates and candidates must be enabled and supported to undertake this qualification.</p> <p>All institute staff involved in the assessment or delivery of these qualifications should understand learner’s requirements and through initial assessment, match them to the needs and capabilities before</p>	<ul style="list-style-type: none"> • IELTS level 4 or equivalent is required. • Functional IT skills would be an advantage. • Minimum level entry qualification is at Level 3. <p>Credit transfer is available as published.</p>

entering learners as candidates for this qualification.		
Qualification pathways:		
This qualification	Pathways:	
Level 4 Component Award in Supporting office administration	Certificate 4 in Business Administration Diploma in Business Administration	
Copyright and ownership	Modification history	
Copyright of units, Intellectual Property Rights and ownership of the qualification will be owned by ACTVET.	Release no: 1	Previous code:
	Comment:	New code:
National Occupational Standards	Not available	

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Qualification overview

This qualification is suitable for	People intending to work as clerical or office staff across a wide range of industries and types of organisations in the UAE. This qualification is suitable for at candidates who work in first line level office administration and is for people that were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training. There is no age group restriction for learners.	
Target market	The target market for this qualification is for unemployed school leavers with no experience of office or clerical work as first line employees with no previous qualifications.	
Job activities/tasks	The core component of this qualification contains competencies in: working within the organisational structure, organise meetings and make a presentation.	
Work context/conditions	This qualification is for any individual who is, or wishes to be, involved in the administration function in any organisation or office in any sector, or field.	
Example employers	Government organisations. Private sector employers.	
Example jobs	Related occupations	
Office worker Administration assistant Executive Assistant	Retail worker Customer service staff	
Professional association	International professional association such as Chartered Institute of Management.	

<p>Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Level 4 Component Award in Supporting office administration Qualification code: SAFC00040112</p> <p>Delivery and Assessment</p>	
Mode of delivery	
<p>Mode of delivery will be classroom or any other mode of delivery that meets the needs of the learner, ensuring learner has access to appropriate resources. It is strongly advised that learning and development of subject content and associated skills be referenced to real vocational situations in an office environment.</p>	
Arrangements for learners with special assessment requirements	
<p>Arrangements for learners with special assessment requirements may need to be adapted to meet;</p> <ul style="list-style-type: none"> • language requirements • cultural or religious requirements • physical disabilities • particular learning needs. 	
Trainer qualifications	
<p>Training of learners will be by qualified Licensed Vocational Trainers who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Trainer (proposed). Licensed Vocational Trainers should be qualified and have recent experience of work in office environments. The trainer will comply with all licensing and accreditation requirements for an ACTVET Licensed Trainer.</p>	
Training methods	
<p>Licensed Vocational Trainers must use appropriate methods of training for classroom environment that reflects the vocational requirements of a workplace setting. Learning must be paced to meet the learner’s needs, preferred style of learning and is taught at a level where all learners comprehend the concepts trained.</p>	
Assessment	
<p>Assessment will be in classroom environment conducted by Assessors who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Assessor. Assessment methodology will be selected to utilise the most appropriate methods of assessment for the knowledge or skill involved and will be tailored to meet the requirements of the Unit Standards. Assessors must take into consideration any special assessment arrangements for learners to ensure learners are not disadvantaged in the assessment process.</p>	<p>Assessors must have:</p> <ul style="list-style-type: none"> • licensed Vocational Assessor qualifications or similar • applied industrial experience • assessment practices that meet QFEmirates National Standards of assessment • regular professional development practices.

Assessment methods	
<p>All assessment methods must use the appropriate assessment methods to assess knowledge and skill. There must be fair, valid, reliable, authentic and sufficient evidence for all assessment criteria.</p> <p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this qualification:</p> <ul style="list-style-type: none"> • assessment of written reports summarising results of candidate skills assessment and selection outcomes • observation of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • oral or written questioning • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors, managers, clients or candidates. 	
Assessor decisions will make assessments that will be coded according to the following schedule:	Code to be inserted on record sheet
<p>Observation of the candidate by the assessor (Role play scenarios included)</p> <p><i>Examination of the evidence by the assessor:</i></p> <p>Examination of a product</p> <p>Examination of the witness/expert testimony</p> <p>Examination of a case history</p> <p>Examination of a personal statement</p> <p>Examination of written answers to questions</p> <p><i>Questioning of the candidate or witness by the assessor:</i></p> <p>Questioning of the candidate</p> <p>Questioning of the witness</p> <p>Professional Discussion</p> <p>Realistic working environment</p> <p>Simulation</p>	<p>O</p> <p>EP</p> <p>EWT</p> <p>ECH</p> <p>EPS</p> <p>EWQ</p> <p>QC</p> <p>QW</p> <p>PD</p> <p>RWE</p> <p>S</p>
Verifier	Vocational verifiers must have
<p>The Verifier will observe Assessors carrying out assessments, review assessment decisions from the evidence provided and hold meetings with the assessment team to ensure consistency in the use of paperwork and interpretation of the qualification's requirements. Verifiers will ensure that learner tracking of registration for qualifications, assessment decisions and achievement, are recorded and maintained accurately and timely and are open to scrutiny.</p>	<ul style="list-style-type: none"> • verifier qualifications or similar • applied industrial experience • verification practices that meet NQEmirates National Standards of verification • regular professional development practices • ability to manage the learner's work environment for the verification process • ability to evidence standardisation processes.

Verification method	
Assessment and verification process will conform to the following:	
<ul style="list-style-type: none"> • Institute systems for learner, assessment and verification are unified. • Qualified Assessors must be used for all assessment. • Learner's achievement is evidenced and recorded. • Learner is included in the assessment decision making process. • Assessment of learner's achievement is evidenced by best practice. • Assessment takes into account diversity and language differences. • Assessment of learner's achievement is tracked and recorded. • Learner will be able to compile their portfolio using their preferred technology. • Assessment uses valid, fair, authentic and reliable practice and reduces barriers to assessment. 	<ul style="list-style-type: none"> • Evidence collection makes efficient use of assessment opportunities and work production. • Licensed Vocational Verifiers must be used for all verifications. • Verification of learner's achievement is evidenced by best practice. • Verification of learner's achievement is tracked and recorded. • Standardisation of assessment and verification processes are evidenced • Evidence of sharing of learner, assessor and verifier best practice. • Evidence that complaints are addressed, recorded and solved effectively. • National Industry Sector Classification Code (SIC) to classify units and qualifications as per the guidance in the QFEmirates handbook.
Assessing and grading	
<p>This qualification is a knowledge, skills and application qualification. Assessment should, where possible, take a holistic approach. Assessment in one unit can be used as the assessment for another, if the assessed piece of work covers the criteria in the units. Assessment must be accessible for learners and the process of assessment as simple as possible. Learners must demonstrate competence by producing a portfolio of evidence.</p> <p>This qualification is examined in two ways: assessment of performance and underpinning knowledge. All performance is assessed by an assessor against the performance criteria and recorded in the Cumulative Assessment Record. Competence recognises all qualification requirements have been achieved. Not yet competent means all requirements have been attempted but yet to be achieved, insufficient evidence means all requirements have not been attempted. Underpinning knowledge is examined that more than 80% of the predetermined marking criteria should be met.</p> <p>This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended will require prior approval from the External Verifier.</p>	
Learner evidence	
Learners must demonstrate knowledge and skill achievement in a presented portfolio.	
Integrated assessment	
Opportunities for integrated assessment are possible between units	

Risk in assessment

The learner's work environment needs proper management and risk management analyses. The following risks will be observed in the training, assessment and verification phases:

- health and safety
- stressing the learner
- inauthentic evidence/collation/unjustifiable support to the learner
- over-assessment
- potential of unfairness to the learner
- failing to meet assessment strategy of a qualification.

Appeals procedure

In the event that a learner judges that he is being unfairly considered in the assessment or verification process he has the right to appeal using the recognised appeals procedure and documentation (not included in this submission).

In the event that an assessor judges that he is being unfairly considered in the assessment or verification process he has the right to appeal using the recognised appeals procedure and documentation.

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Unit: 1
 Unit title: Work within an organisational structure
 Unit code: FC000401412
 Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours
Unit Information		
Unit description of content		
<p>This unit deals with performance outcomes, skills and knowledge required to be an active participant in the governance activities of an organisation, with an understanding of the roles and relationships, some of which may involve legislation, rules, regulations and code of practice relevant to different job roles</p>		
Information for learning and achievement		
<p>This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.</p>		
Assessment strategy		
<p>Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.</p> <p>This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. ‘Competent’ recognises all unit criteria have been achieved. ‘Not yet competent’ means all criteria have been attempted but yet to be achieved, ‘insufficient evidence’ means not all criteria have been attempted.</p> <p>This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.</p> <p>Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.</p>		
Recording and storing of learner achievement		
<p>Keep evidence of learner’s work in the centre for up to one year. Maintain learning logs and evidence of professional development. Maintain learner portfolios of work as evidence of achieving learning outcomes.</p>		

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Unit: 1
 Unit title: Work within an organisational structure
 Unit code: FC000401412
 Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours
Assessment criteria: Knowledge, skills and application (KSA)		
Learning outcomes		
Learning outcome 1: Be able to differentiate roles and responsibilities		
Performance criteria: 1.1. Documented governance and management issues in the organisation governance policy guidelines are differentiated. 1.2. Governance issues and management issues and their relationships are identified and documented. 1.3. Board member's roles in the organisation's governance policies and procedures are identified and documented. 1.4. The relationship between the Board and associated entities, and their management are explained. 1.5. The Board decision-making processes are outlined.		
Learning outcome 2: Be able to document management roles and responsibilities		
Performance criteria: 2.1. Performance outcomes are documented with appropriate assistance, and included in position descriptions and contracts. 2.2. Management duties are documented and clarified. 2.3. Areas of responsibility are discussed and documented and guidelines established with employed staff that are Board members.		
Learning outcome 3: Be able to supervise management of the organisation		
Performance criteria: 3.1. Manager's information and advice is received and applied in decision making. 3.2. Decisions are implemented as instructed by the manager and specific directions are followed as required. 3.3. Feedback from the manager about previous actions is received. 3.4. Management performance is regularly reviewed against standards for the job.		
Evidence guideline		
<ul style="list-style-type: none"> ▪ Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations. ▪ Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements. ▪ Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier. ▪ Learners should demonstrate no less than 80% of the requirements for the summative assessment. ▪ Re submissions are permissible. 		

Evidence requirements

1. Learners differentiate roles and responsibilities within an organizational structure and evidence with a report on governance and management issues, roles, responsibilities, relationships and decision making processes.
2. Learners document management roles and responsibilities and evidence with a report on management duties, responsibilities and performance outcomes.
3. Learners supervise management of the organization and evidence with a report on management performance.
4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Unit: 1
 Unit title: Work within an organisational structure
 Unit code: FC000401412
 Business Administration

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X	X				
	1.2	X	X	X				
	1.3	X	X	X				
	1.4	X	X	X				
	1.5	X	X	X				
2	2.1	X	X	X	X			
	2.2	X	X	X	X	X		
	2.3	X	X	X	X			
3	3.1	X	X	X	X	X		
	3.2	X	X	X	X	X		
	3.3	X	X	X	X			
	3.4	X	X	X	X			

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Unit: 2
 Unit title: Organise meetings
 Unit code: FC000401812
 Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours
Unit Information		
Unit description of content		
<p>This unit deals with the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, developing and distributing meeting related documentation as well as learning how to actively participate in meetings as part of a collaborative group</p>		
Information for learning and achievement		
<p>This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.</p>		
Assessment strategy		
<p>Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.</p> <p>This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. ‘Competent’ recognises all unit criteria have been achieved. ‘Not yet competent’ means all criteria have been attempted but yet to be achieved, ‘insufficient evidence’ means not all criteria have been attempted.</p> <p>This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.</p> <p>Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.</p>		
Recording and storing of learner achievement		
<p>Keep evidence of learner’s work in the centre for up to one year. Maintain learning logs and evidence of professional development. Maintain learner portfolios of work as evidence of achieving learning outcomes.</p>		

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Unit: 2
 Unit title: Organise meetings
 Unit code: FC000401812
 Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours
Assessment criteria: Knowledge, skills and application (KSA)		
Learning outcomes		
Learning outcome 1: Be able to make meeting arrangements		
Performance criteria: 1.1. Type of meeting and its purpose are identified. 1.2. Any legal or ethical requirements are identified and complied with. 1.3. Requirements of meeting and participants are identified. 1.4. Meeting arrangements are made in accordance with requirements of the meeting. 1.5. Participants are advised of meeting details.		
Learning outcome 2: Be able to prepare documentation for meetings		
Performance criteria: 2.1. Notice of meeting agenda and meeting papers are prepared in accordance with meeting requirements. 2.2. Documentation is checked for accuracy and is error free. 2.3. Documentation is distributed to participants within designated time lines. 2.4. Spare sets of documents are prepared.		
Learning outcome 3: Be able to record and produce minutes of meeting		
Performance criteria: 3.1. Notes are taken to accurately record the meeting. 3.2. Minutes are produced that reflect a true and accurate account of the meeting. 3.3. Minutes are checked for accuracy and submitted for approval by the nominated person. 3.4. Copies of minutes are dispatched within designated time lines.		
Evidence guideline		
<ul style="list-style-type: none"> ▪ Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations. ▪ Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements. ▪ Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier. ▪ Learners should demonstrate no less than 80% of the requirements for the summative assessment. ▪ Re submissions are permissible. 		

Evidence requirements

1. Learners make meeting arrangements and evidence with a report on types of meetings, meeting requirements, and meeting participants.
2. Learners prepare documentation for meetings and evidence with a report on the meeting agenda and document selection, preparation and distribution.
3. Learners record and produce minutes of the meeting and evidence with a report on the notes taken, the account produced, the revision of the minutes, and the distribution.
4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Unit: 2
 Unit title: Organise meetings
 Unit code: FC000401812
 Business Administration

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	x	x	x				
	1.2	x	x	x		x		x
	1.3	x	x	x	x			
	1.4	x	x	x				
	1.5	x	x	x	x			
2	2.1	x	x	x			x	
	2.2	x	x	x	x	x		
	2.3	x	x	x				
	2.4	x	x	x				
3	3.1	x	x	x				
	3.2	x	x	x				
	3.3	x	x	x		x		
	3.4	x	x	x	x			

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Unit: 3
 Unit title: Make a presentation
 Unit code: FC000401912
 Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours
Unit Information		
Unit description of content		
This unit deals with performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.		
Information for learning and achievement		
<p>This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.</p>		
Assessment strategy		
<p>Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.</p> <p>This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. ‘Competent’ recognises all unit criteria have been achieved. ‘Not yet competent’ means all criteria have been attempted but yet to be achieved, ‘insufficient evidence’ means not all criteria have been attempted.</p> <p>This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.</p> <p>Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.</p>		
Recording and storing of learner achievement		
<p>Keep evidence of learner’s work in the centre for up to one year. Maintain learning logs and evidence of professional development. Maintain learner portfolios of work as evidence of achieving learning outcomes.</p>		

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Unit: 3
 Unit title: Make a presentation
 Unit code: FC000401912
 Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours
Assessment criteria: Knowledge, skills and application (KSA)		
Learning outcomes		
Learning outcome 1: Be able to prepare a presentation		
Performance criteria: 1.1. Presentation approaches and intended outcomes are planned and documented. 1.2. Presentation strategies, format and delivery methods that match the characteristics of the target audience, location, resources and personnel needed are chosen. 1.3. Presentation aids, materials and techniques that suit the format and purpose of the presentation, and will enhance audience understanding of key concepts and central ideas are selected. 1.4. Persons involved in the presentation are briefed on their roles/responsibilities within the presentation. 1.5. Techniques are selected to evaluate presentation effectiveness.		
Learning outcome 2: Be able to deliver a presentation		
Performance criteria: 2.1. Desired outcomes of the presentation are explained and discussed with the target audience 2.2. Presentation aids, materials and examples are used to support target audience understanding of key concepts and central ideas. 2.3. Non-verbal and verbal communication of participants are monitored to promote attainment of presentation outcomes. 2.4. Persuasive communication techniques are used to secure audience interest. 2.5. Opportunities are provided for participants to seek clarification on central ideas and concepts, and adjust the presentation to meet participant needs and preferences. 2.6. Key concepts and ideas are summarised at strategic points to facilitate participant understanding.		
Learning outcome 3: Be able to review the presentation		
Performance criteria: 3.1. Techniques are implemented to review the effectiveness of the presentation. 3.2. Reactions to the presentation and discussed from participants or from key personnel involved in the presentation are sought. 3.3. Feedback from the audience or from key personnel involved in the presentation is utilised to make changes to central ideas presented.		
Evidence guideline		
<ul style="list-style-type: none"> ▪ Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations. ▪ Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements. ▪ Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier. 		

- Learners should demonstrate no less than 80% of the requirements for the summative assessment.
- Re submissions are permissible.

Evidence requirements

1. Learners prepare a presentation and evidence with a report on intended outcomes, presentation delivery methods, equipment and presentation aids required, persons involved, and evaluation techniques.
2. Learners deliver a presentation and evidence with a report on presentation structure, key concepts and ideas to be communicated, presentation aids and equipment used, interaction and communication with the audience.
3. Learners review the presentation and evidence with a report on evaluation techniques, feedback from the audience and staff involved, and recommendations for improvement.
4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
 Business Administration
 Qualification title: Level 4 Component Award in Supporting office administration
 Qualification code: SAFC00040112

Unit: 3
 Unit title: Make a presentation
 Unit code: FC000401912
 Business Administration

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X	X		X	X	
	1.2	X	X	X		X	X	
	1.3	X	X	X		X	X	
	1.4	X	X	X	X			
	1.5	X	X	X		X		
2	2.1	X	X	X				
	2.2	X	X	X	X	X	X	
	2.3		X	X	X			
	2.4		X	X		X	X	
	2.5		X	X	X	X		
	2.6		X	X	X	X		
3	3.1		X	X		X	X	
	3.2		X	X	X	X	X	
	3.3		X	X	X	X	X	