

ADMINISTRATION WORKERS KNOWLEDGE AND SKILL LEARNING AREAS

1: Workforce planning

- 1.1: Processes for workforce planning
- 1.2: Data – understanding the significance of accurate and comprehensive data for workforce planning
- 1.3: Core Minimum Data Set – what it is
- 1.4: Registration – what it is and relationship to workforce planning
- 1.5: SSSC – role and function
- 1.6: The learning cycle

2: Core skills

- 2.1: Communication - written and verbal
- 2.2: Managing workload and workflow
- 2.3: Problem solving and decision making
- 2.4: Working effectively with other people
- 2.5: Storing and retrieving information
- 2.6: Create and process documents / reports
- 2.7: Manage / monitor information systems
- 2.8: Research and report information

3: IT competence

- 3.1: Spreadsheets
- 3.2: Databases
- 3.3: Email
- 3.4: Word processing
- 3.5: Learning management systems

Some questions..

- Do you send them all off to an SVQ?
- Does one size fit all?
- Do you do your own thing?
- What are the pros and cons of each approach?
- What do you right now?