



Professional Development | An tSeirbhís um Fhorbairt
Service for Teachers | Ghairmiúí do Mhúinteoirí



An Roinn Oideachais
Department of Education

LCA Subject Development Day 2022

Office Administration & Customer Care

Session 1	Welcome and Introductions Learning outcomes An Overview of the LCA Programme and assessment
Tea/Coffee Break	
Session 2	Subject specific content Activity and discussion
Lunch	
Session 3	Evaluations Subject area: Practical strategies for teaching, learning and assessment Plenary

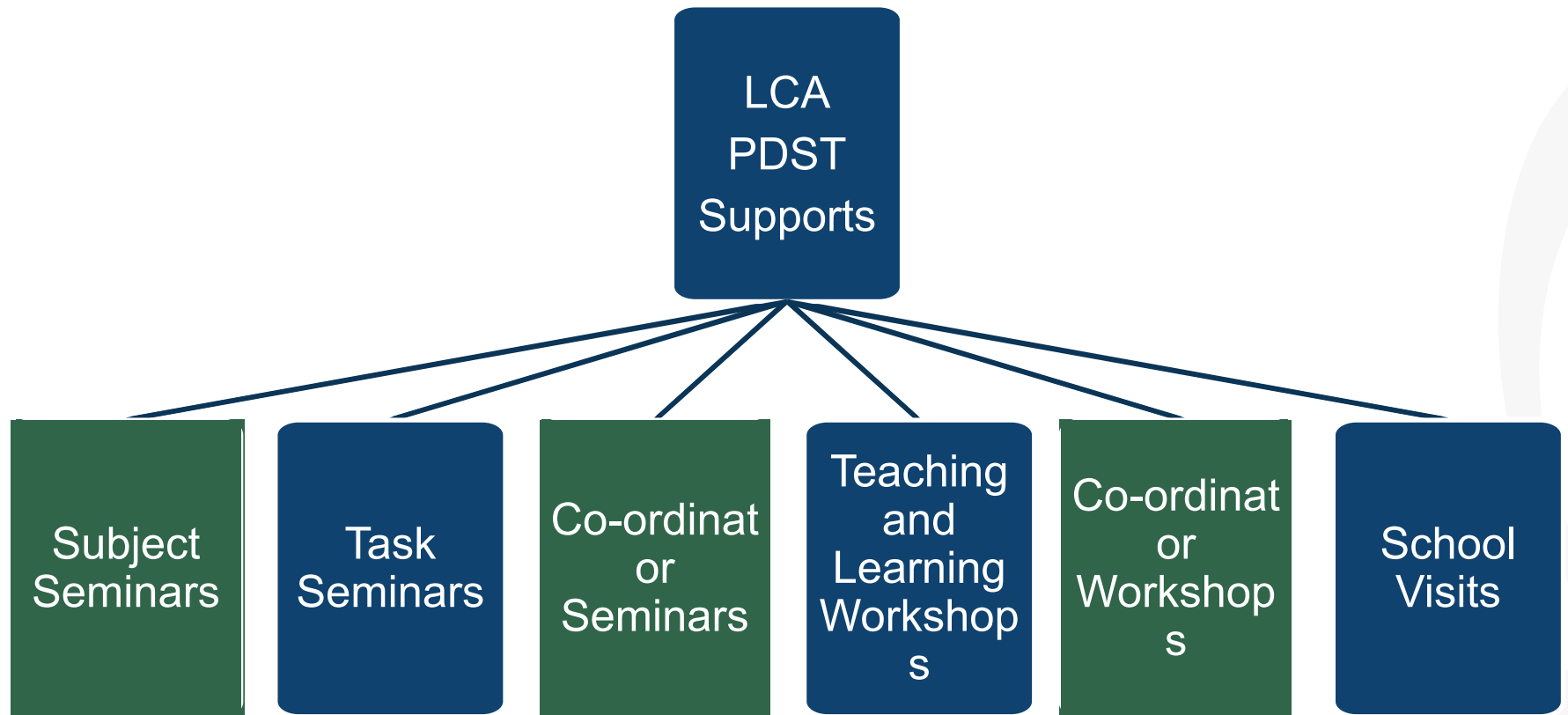
By the end of this seminar participants will have:

Become familiar with the curriculum and assessment procedures in Leaving Certificate Applied.

Explored the approaches to teaching, learning and assessment in LCA.

Become familiar with your subject specific module descriptor.

LCA Supports provided by PDST



@PDST_LCA

Email: lca@pdst.ie

LCA Curriculum Framework & Credits Allocation

LCA Curriculum frame

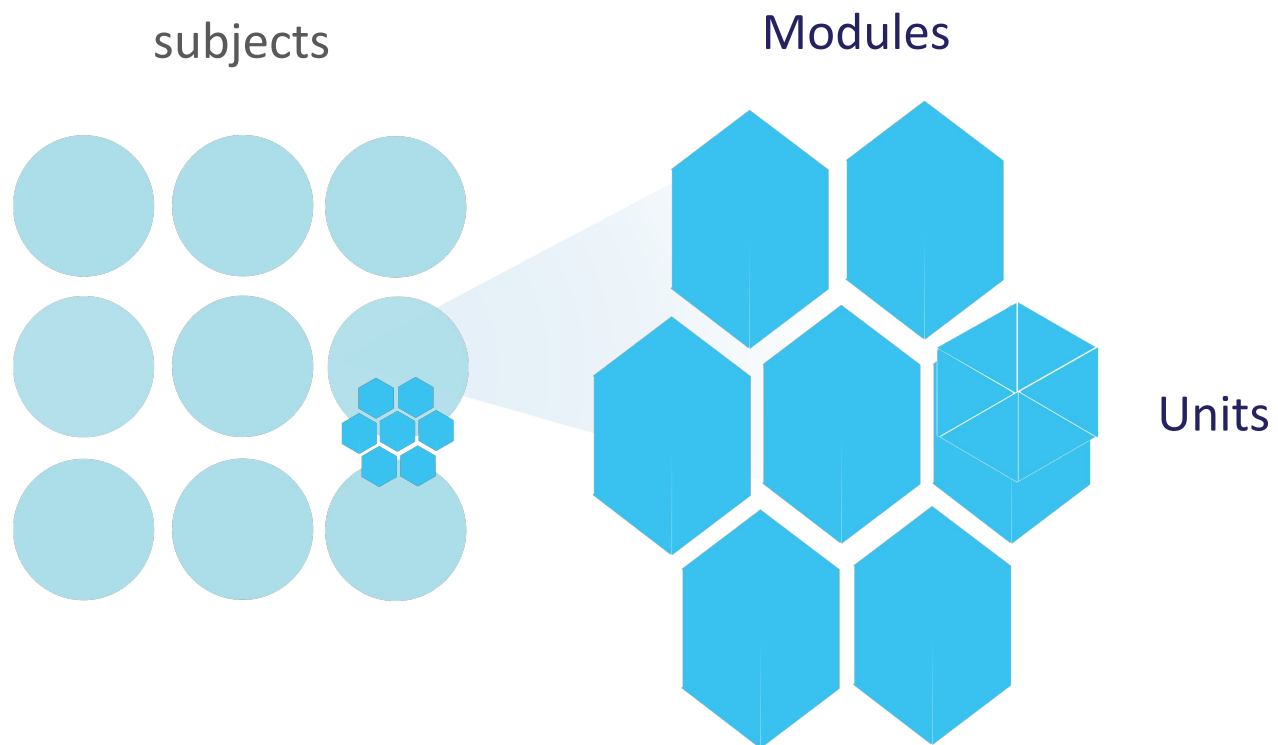
Course Name	Year One		Year Two	
	Session 1 Sept-Jan	Session 2 Feb-June	Session 3 Sept-Jan	Session 4 Feb-June
Vocational Preparation	Vocational Preparation & Guidance		2 Guidance	
	2	2 Enterprise	2	2
	2	2	2	
	English & Communications (Exam = 12 credits)		Express Yourself	
Personal & Social Communications		Communication in Media		
VOC. PREP. TASK		VOC. ED. TASK		
Vocational Education	Mathematical Applications (Exam = 10 credits)		Mathematics & Work	
	1	1	1	1
	Vocational Specialisms (Choose 2 from 11 options Exams = 12 credits each)		Mathematics & Life Skills	
	1	1	1	1
Introduction to Information and Communication Technology		Mathematics & Work		
2		2		
VOC. ED. TASK		VOC. ED. TASK		
General Education	Arts Education (Drama, Dance, Visual Arts, Music)		2	
	1 My/Com	1 Ctp/tes	1 Ctp/tes 2	1 Tx/Change
	1	1	1	1
	Social Education (Exam = 10 credits)		1 Soc/Health	
1		1		
Languages (2 exams = 6 credits each)		1		
1		1		
Leisure & Recreation (including PE)		2		
2		2		
GENERAL ED. TASK		CONT. ISSUES TASK		
Elective Courses		2		
2		2		
30 Hour Modules (3 to 4 class periods per week)		PRACTICAL ACHIEVEMENT TASK		
→ Indicates that the module credits may be taught in this session but cannot be claimed until May of that year. □ Indicates that the module credits can be claimed at the end of this session.		All tasks have a value of 10 credits each		

Revised 01/22

LCA Curriculum Framework

<p>Vocational Preparation</p>	<ul style="list-style-type: none"> • Vocational Preparation & Guidance • English & Communications
<p>Vocational Education</p>	<ul style="list-style-type: none"> • Mathematical Applications • Vocational Specialisms* (<i>Choose 2 from 11 options</i>) • Introduction to Information Communication Technology
<p>General Education</p>	<ul style="list-style-type: none"> • Arts Education (<i>Dance, Drama, Music, Visual Arts</i>) • Social Education • Languages (<i>Gaeilge and French/Italian/German/Spanish</i>) • Leisure & Recreation (<i>including Physical Education</i>)

LCA Programme Structure



LCA Curriculum Framework

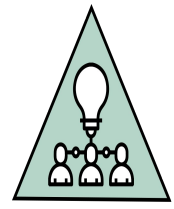
Please fill in:
Two specialisms
Your own subject (if different)
Any elective

LCA Curriculum Framework & Credits Allocation

Course Name	Year One		Year Two	
	Session 1 Sept-Jan	Session 2 Feb-June	Session 3 Sept-Jan	Session 4 Feb-June
Vocational Preparation	Vocational Preparation & Guidance	→	→	Guidance
	English & Communications (Exam = 12 credits)	Personal & Social Communications	Communication & the Digital World	Communication in Media Express Yourself
		VOC. PREP. TASK		
Vocational Education	Mathematical Applications (Exam = 10 credits)	Mathematics & Planning	Mathematics & the World Around Me	Mathematics & Life Skills Mathematics & Work
	Vocational Specialisms (Choose 2 from 11 options (Exams = 12 credits each))			
	Introduction to Information and Communication Technology	→		→
		VOC. ED. TASK		VOC. ED. TASK
General Education	Arts Education (Drama, Dance, Visual Arts, Music)	→		→
	Social Education (Exam = 10 credits)	My/Com	Ctp/Iss1 Soc/Health	Ctp/Iss 2 Tk/Charge Soc/Health
	Languages (2 exams = 6 credits each)			
	Leisure & Recreation (including P.E.)	→		→
	GENERAL ED. TASK		CONT. ISSUES TASK	
Elective Courses				
30 Hour Modules (3 to 4 class periods per week)			PRACTICAL ACHIEVEMENT TASK	

→ Indicates that the module credits may be taught in this session but **cannot** be claimed until May of that year.
 □ Indicates that the module credits can be claimed at the end of this session.

All tasks have a value of 10 credits each



ACTIVITY



WORKBOOK

Layout of Module

Descriptors

Transdisciplinary Links

Rationale

Number and sequence of modules

Description of Modules

General Recommendations

Modules

Purpose

Prerequisites

Aims

Units

Learning Outcomes

Teacher Guidelines

Key Assignments



LCA

Certification

Awarded at three levels

Pass

120 - 139
credits

60-69%

Merit

140 - 169
credits

70-84%

Distinction

170 - 200
credits

85-100%

Students who acquire less than 120 credits or who leave the programme early will receive a

'Record of Experience'

LCA Modes of Assessment

Satisfactory completion of modules + 90% attendance

- Evidence of completion of **key assignments** for each module
- One credit per course module in which there is a final exam

62
credit
s

31%

<i>Vocational Preparation</i>	<i>Vocational Education (x2)</i>	<i>General Education</i>
<i>Contemporary Issue</i>	<i>Personal Reflection</i>	<i>Practical Achievement</i>

Two credits per course module in which there is NO final exam

7 Student tasks @ 10 credits each

70
credit
s

35%

English & Communication	Vocational Specialisms (x2)	Languages (x2)	Social Education	Mathematical Applications
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Final examinations 12 credits	12 credits each	6 credits each	10 credits	10 credits
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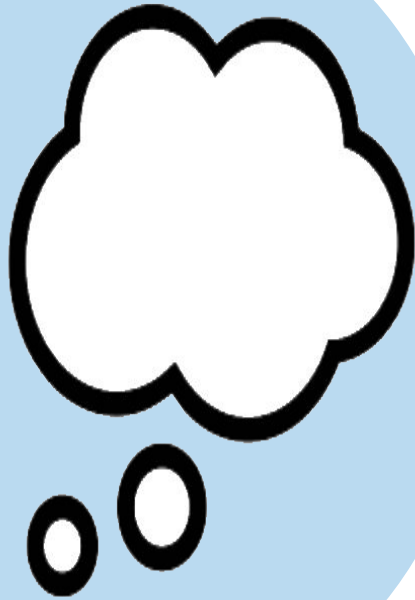
68
credit
s

34%

LCA Modes of Assessment

<p>Satisfactory completion of modules + 90% attendance</p> <p>Evidence of completion of key assignments for each module</p> <p>One credit per course module in which there is a final exam</p> <p>Two credits per course module in which there is NO final exam</p>	<p>62 credits</p>	<p>31%</p>
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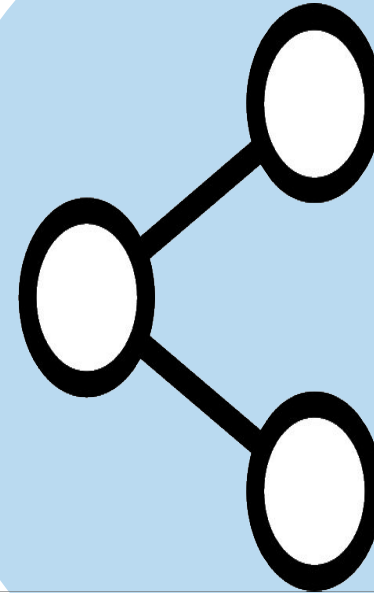
What is a key assignment?



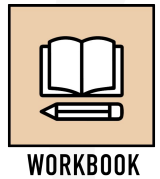
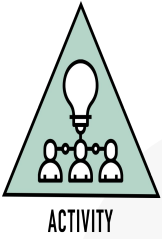
Think



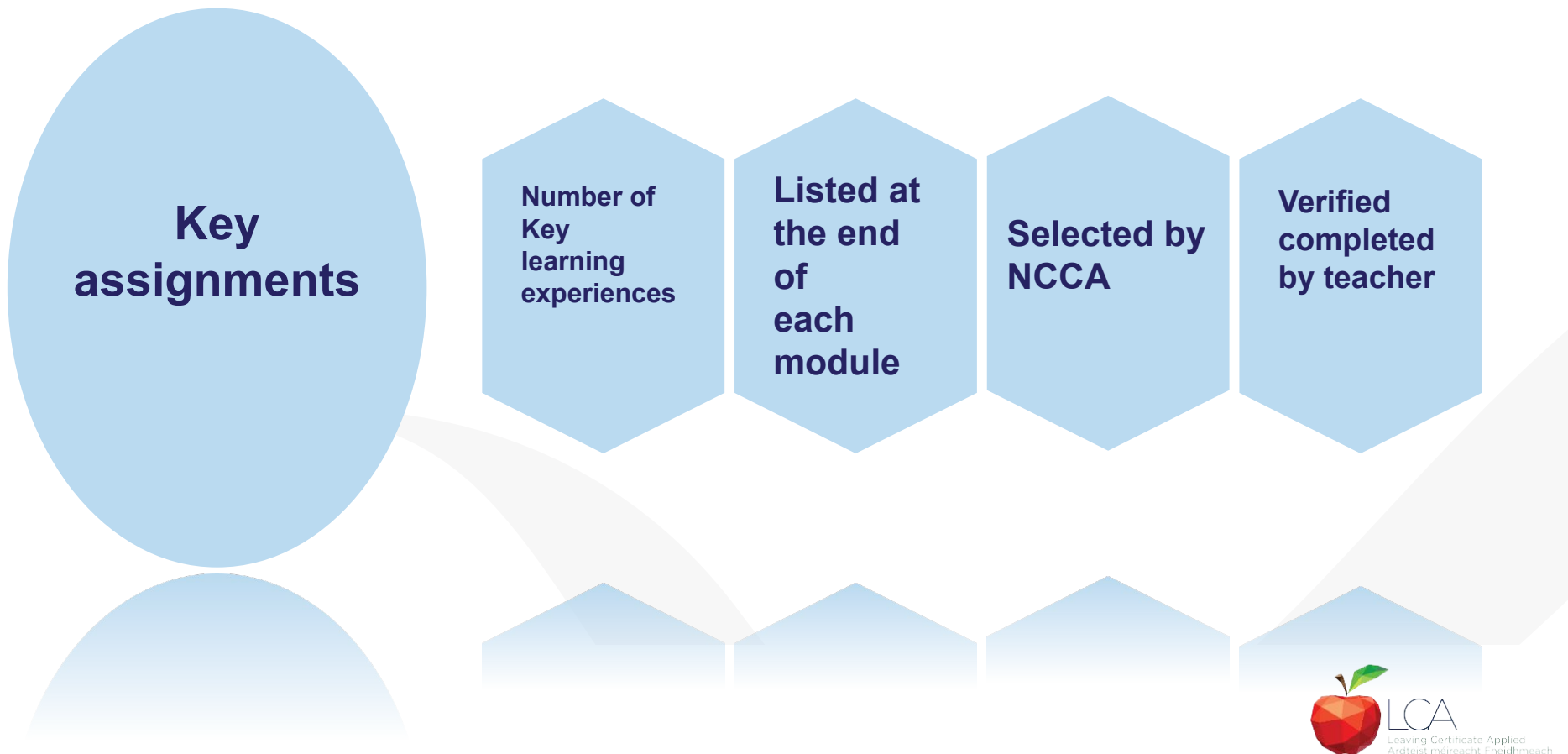
Pair



Share



What is a key assignment?



LCA Modes of Assessment

<p>Satisfactory completion of modules + 90% attendance</p> <p>Evidence of completion of 4 key assignments for each module</p> <p>One credit per course module in which there is a final exam</p> <p>Two credits per course module in which there is NO final exam</p>	62 credits	31%
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<i>Vocational Preparation</i>	<i>Vocational Education</i>	<i>General Education</i>
7 Student tasks @ 10 credits each	(x2)	
<i>Contemporary Issue</i>	<i>Personal Reflection</i>	<i>Practical Achievement</i>

70 credits	35%
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Summary of Tasks

Task	Credit	%	Completed in session	Assessed
1. General Education <i>Originating in Arts Education, Leisure & Rec., Language or Social Education</i>	10	5	1	Jan/Yr 1
2. Vocational Preparation <i>Originating in either Vocational Preparation & Guidance or English & Communication</i>	10	5	2	May/Yr 1
3. Vocational Education - 1st specialism <i>Originating in one Vocational Specialism</i>	10	5	2	May/Yr 1
4. Vocational Education - 2nd specialism <i>Originating in the second Vocational Specialism</i>	10	5	3	Jan/Yr 2
5. Contemporary Issues <i>Anchored in Social Education</i>	10	5	3	Jan/Yr 2
6. Practical Achievement <i>Generally out of school/centre</i>	10	5	3	Jan/Yr 2
7. Personal Reflection <i>Statement 1 from year one will be stored and returned to SEC when statement two is complete</i>	10	5	on-going	May/Yr 2

LCA Modes of Assessment

Satisfactory completion of modules + 90% attendance

Evidence of completion of **4 key assignments** for each module

One credit per course module in which there is a final exam

62 credits

31%

Vocational Preparation	Two credits per course module in which there is a final exam	Vocational Education (x2)	General Education
Contemporary Issue	NO final exam	Personal Reflection	Practical Achievement
7 Student tasks @ 10 credits each			

70 credits

35%

English & Communication	Vocational Specialisms (x2)	Languages (x2)	Social Education	Mathematical Applications
12 credits	12 credits each	6 credits each	10 credits	10 credits

Final examinations

68 credits

34%

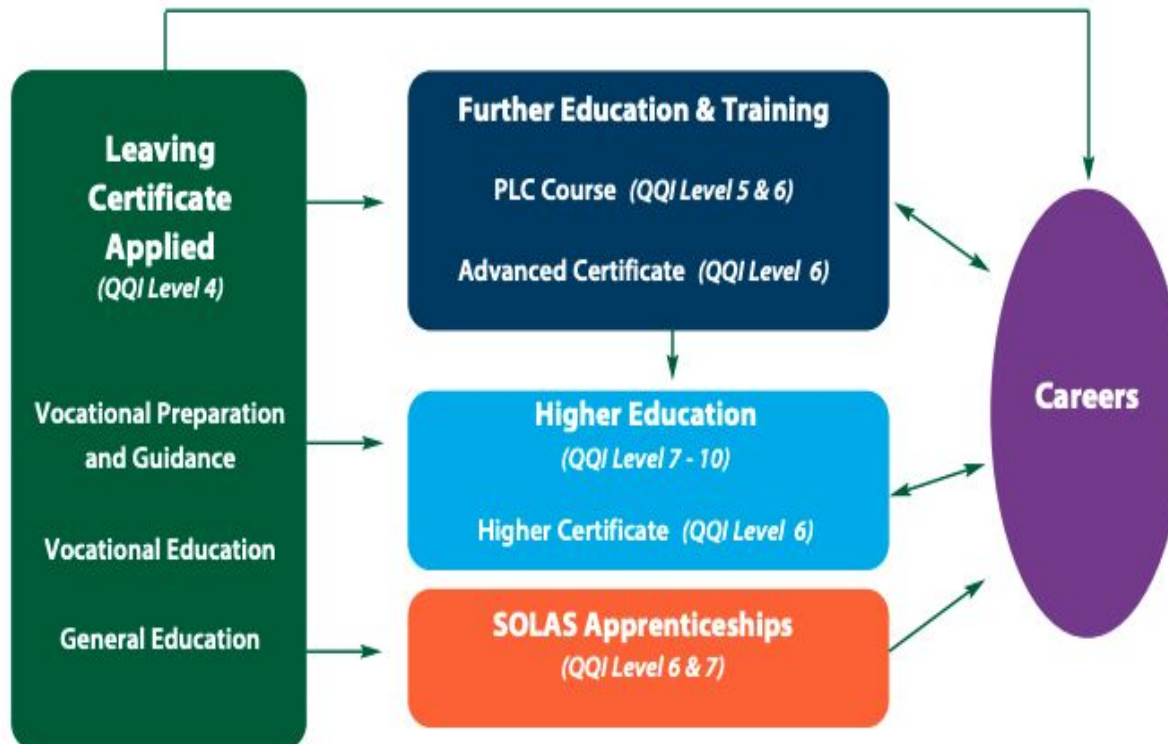
Final Examinations

Area	Credits
English & Communication Oral and written incorporating audio visual	12
Vocational Specialisms (x2) Practical and written – practical briefs issued in advance <i>(see next slide for details)</i>	12 each
Languages (x2) Oral and written incorporating aural	6 each
Social Education Written incorporating audio	10
Mathematical Applications Written – research topic (Q. 2. issued in advance)	10
Total	68

The Leaving Certificate Applied Route Map

Leaving Certificate Applied Pathways

Route Map Options



Recommended Reading

LCA Chief Examiners Report 2014

For full details go to examinations.ie

DES Inspectorate Report

<https://www.education.ie/en/Publications/Inspection-Reports-Publications/>

Today's In-service

- Office administration as a vocational specialism in the Leaving Certificate Applied course.
- Key underlying principles.
- Looking at the four modules in O.A.C.C.
- Going through the subject plan as required by the DES.
- Everyday strategies and learning methodologies.
- Literacy and numeracy within O.A.C.C.
- Using concrete models in teaching O.A.C.A.
- Resources for teaching O.A.C.C.
- Key assignments required for each module
- The student task in O.A.C.C.
- The practical Examination.
- Questions & Answers.



4 Modules

- Retailing and Selling
- Office Assistant.
- Office Practice.
- Retailing and the Consumer.

- There is no prescribed sequence but it is recommended that module 2- office assistant be taken before module 3- office practice. There is also one task to be completed and a final examination, consisting of a practical and written exam.



Key Assignments, General Guidelines, Q&As

- Do key assignments as the relevant work is completed, try not to leave all of them to the end of the session.
- Key assignments must be the students own work, done to the best of their ability.
- Set a definite time period for completion of assignment.
- Record completion of assignments on your own record sheet.
- Key assignments must be kept by the teacher until the end of the session. At that point they may be given to the coordinator. In either case they must be kept in a safe place in the school and retained until after the appeals date.

Frequently asked Q&As

- **Q : What are key assignments ?**
- **A :** They are a number of learning experiences that have been selected from the module as being of key importance. Key assignments plus 90% attendance are a minimum requirement to obtain credit for a module.

Key Assignment Q&As

- Q : Where can the key assignments be found ?
- A : They are printed at the end of each module, and I will also go through all 16 with you today.

Key Assignment Q&As

- Q : How many key assignments are there ?
- A : 16 in total, 4 in each O.A.C.C module.

Key Assignment Q&As

- **Q : What standard is required of key assignments ?**
- **A :** It is required that the key assignments be “Satisfactorily completed”. They should show the individual students participation in the learning experience and should be completed to the best of the learners ability but are not judged in terms of marks or grades.

Key Assignment Q&As

- Q : Can I write or make up my own key assignment?
- A : No, you must complete the prescribed key assignments that I will show you later in the day.

Key Assignment Q&As

- Q : Can key assignments be included in the student task?
- A : Yes they can be extended to form part of the student task. LCA tasks require a minimum of 10 hours activity and are therefore much greater than a key assignment.

Key Assignment Q&As

- **Q : How are the key assignments assessed?**
- **A :** Key assignments form part of the assessment of module completion. In order to obtain credit for the module the student must satisfactorily complete all 4 key assignments and provide evidence of them. In addition to this the student must have at least 90% attendance for that module.

Key Assignment Q&As

- Q : What type of evidence can be presented?
- A : Evidence of key assignments can be presented in a variety of forms such as;
 - Written
 - Visual
 - Artefacts
 - Photographs
 - Video/DVD
 - Audio
 - Etc

Key Assignment Q&As

- Q : How many credits are given for key assignments?
- A : Both key assignments and attendance are taken into account for the module credits. Modules from courses with a final examination are worth one credit while non-examination courses/modules are worth two credits.

Key Assignment Q&As

- **Q : Do key assignments need to be stored for a particular length of time?**
- **A : Yes first until the appeals process for the relevant session is over.**

Evidence of the key assignments are also required for LCA programme inspections. They must be stored safely until the student has finished the 2 years.

Finally LCA students use their key assignments to revise and prepare for the final examinations.



Please Note:

- **Evidence of satisfactory completion of modules** (student attendance record for the specific module & student evidence of each key assignments) must be available for inspection by the DES until the final date for appeals in session four. The evidence for each session must be kept until the individual student has completed the two years of the programme and the final result for all sessions has been issued.

Module 1

Retailing & Selling

- It is my experience to date that students are usually interested in this module. They often have some sales experience themselves from part-time jobs. This module provides opportunities for outside visits and for visitors to the classroom. A cross curricular link with this module is relevant to work and work experience covered in VPG. (workers rights & responsibilities)

Retailing & Selling

- **Main areas covered:**
- Introduction to the structure of retail organisations.
(See case study, Nice ice breaker/Introduction).
- How changes in lifestyle have an effect of retailing.
- What are good selling practices.
- Personal skills and qualities of a good sales person.
(See sample lesson and student role-play resource).



Retailing & Selling

- **Aims as stated on subject plan:**
- To develop students understanding of the features of a retail organisation from an outsiders point of view.
- To help students to appreciate the importance of conducting a sale in an appropriate manner.
- To develop students appreciation of the importance of good interpersonal skills when dealing with customers.

Retailing & Selling

Key Assignments

- 1) Visit a retailer or wholesaler as part of a class exercise and write up a short report on that visit.
- 2) List 5 different types of retailers and explain three points on how they operate.
- 3) Use the internet to examine online shopping.
- 4) Complete a short survey on how people in my own area shop.



Module 2

Office Assistant

- Students like the idea of office work. They learn to use, care for and respect office equipment. They should have access to an office, ideally an LCA office, which could be used by both the coordinator and the OACC teacher. Again students should link this module to work experience.

Module 2

Office Assistant

- **Main areas covered:**
- What are the practical skills needed in an office.
(See sample lesson).
- Introduction to office equipment.
(See sample lesson & sample key assignment***)
- Using and practicing good communication techniques.



Office Assistant

- **Aims as stated on subject plan:**
- To develop students understanding of simple office functions.
- To provide students with an opportunity to acquire simple practical skills necessary to perform some routine office duties.
- To develop students appreciation of the importance of communication in any work environment.



Office Assistant

Key Assignments

- 1) Visit an office and explain the main types of work that are done there.
- 2) Practise and write a short paragraph on different methods of filing.
- 3) Present a business letter and envelope. List five types of office stationary/supplies and what they are used for.***
- 4) Practice using a photocopier, calculator, stapler, filing cabinet, telephone, send a fax/e-mail.



Module 3

Office Practice

- This follows on from Module 2 and the student deals with basic office skills and routine office tasks. Personal grooming is stressed, and this provides an opportunity for a classroom visitor. Students are educated regarding Health and Safety in the workplace. This module could integrate with areas such as work experience, maths, I.T and other specialisms.

Module 3

Office Practice

- **Main areas covered:**
- How to record information accurately.
- Practice simple office accounts.
- Health & Safety in the office.

Office Practice

- **Aims as stated on subject plan:**
- To develop students understanding of the importance of accurate recording of information in the office.
- Give students the opportunity to acquire practical skills necessary to carry out routine office functions.
- To develop students appreciation of the importance of working in a safe environment.
- To promote the development of good interpersonal skills with class and work colleagues.



Office Practice

Key Assignments

- 1) Complete a receipts and payments book showing a closing balance for cash and bank.
- 2) Write up a Petty Cash Book using the Imprest System with four analysis columns.
- 3) Write up a postage book correctly.
- 4) Take part in a health and safety exercise and compile a short report on it. Examples: (A survey, A Fire Drill, A visit from a safety officer, Writing a Safety statement, or any such activity.)

Module 4

Retailing/The Consumer

- This module follows on from retailing and selling. It builds on the students experience of being a customer and caring for customers. It makes students aware of the rights and responsibilities of both employers and employees. There is a scope for cross curricular links with social education, maths and work experience.

Retailing/The Consumer

- Main areas covered:
- How to deal with customers.
- What are customers legal rights.
- What are industrial relations.



Retailing/The Consumer

- **Aims as stated on subject plan:**
- To develop students appreciation of the importance of good presentation and merchandising skills.
- To promote students recognition of the responsibilities of the retailer and the consumer.
- To develop students awareness of legal rights of the employee.
- To help students learn how to handle payments in a business.



Retailing/The Consumer

Key Assignments

- 1) To complete bookkeeping exercises in which calculating cost price, unit cost, mark up and selling price.
- 2) To prepare a window or product display as part of a team.
- 3) To complete a short report on a visit to or from a trade union representative.
- 4) To draw up a contract of employment and in it identify the rights of the employee.



The Practical Exam

- This will take place in the first week in May.
- List of practical tasks that will be examined will arrive to the school more than likely in early/mid March.
- There will be about eight on the list and from this eight the students will be asked to carry out 3/4.
- Include tasks such as:
 - Photocopying
 - Sending an e-mail
 - Make a phone call to book something
 - Fax
 - Etc.

The Student Task

- The school can choose to do this at the end of 5th year with the students or in February or late April of 6th year.
- The PDST will hold relevant task days/afternoons in October which teachers can sign up to attend for further information and guidance on the task.
- For a brief outline see additional hand-out I have distributed on the student task.



Q & A
???????

Thank you for your
Attention
& Best wishes.

