

Qualification Unit Guide

OCNLR Qualifications in Employability (QCF)



OCN London Qualification Units for

OCNLR Level 1 Award in Employability (QCF)

Qualification No: 600/8274/4

OCNLR Level 2 Award in Employability (QCF)

Qualification No: 600/8273/2

OCNLR Level 1 Certificate in Employability (QCF)

Qualification No: 600/8266/5

OCNLR Level 2 Certificate in Employability (QCF)

Qualification No: 600/8272/0

About the Unit Guide

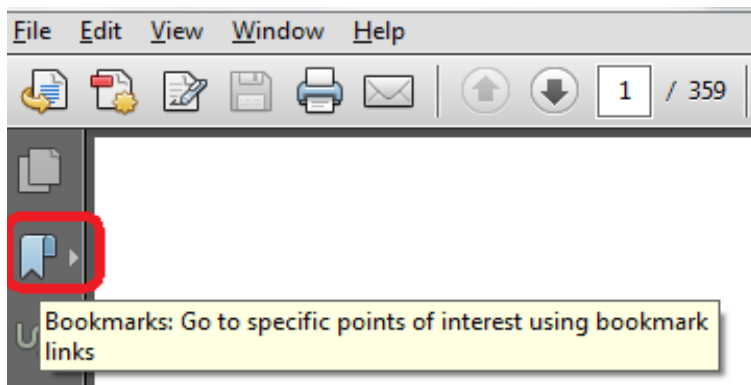
This unit guide contains a comprehensive list of units with learning outcomes and assessment criteria for the **OCNLR Qualifications in Employability (QCF)**.

The guide is to be used in conjunction with the **OCNLR Entry Level Qualifications in Employability (QCF) Qualification Guide** which can be found on the OCN London website www.ocnlondon.org.uk.

The unit guide breaks down the units by level and by type. If using the guide on a computer, you can click through the content list to browse the available units. Unit titles highlighted in grey denote Mandatory units.

If you have any further questions on any of the content in this unit guide or the corresponding qualification specification, please contact your Curriculum Development Manager and request a consultation.

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Qualification Units – Level 1 Award & Certificate in Employability

Unit title	OCNLR Unit code	Ofqual unit reference number	Level
Communication Skills in Preparing for Work	HC4/1/LQ/002	Y/503/5209	1
Oral Presentation Skills	AF3/1/LQ/001	F/503/4894	1
Working as a Team	HC4/1/LQ/003	M/600/9936	1
Community Project	PR3/1/LQ/001	T/501/6893	1
Customer Care	BA3/1/LQ/001	A/503/4893	1
Dealing with Problems in Daily Life	HC4/1/LQ/004	L/502/0464	1
Financial Literacy: Budgeting and Money Management	HB1/1/LQ/002	H/602/5941	1
Health and Safety in a Practical Environment	HC1/1/LQ/003	Y/600/3239	1
Planning and Reviewing Learning	HC7/1/LQ/001	L/503/5210	1
Recognising and Respecting Diversity in the Workplace	AJ2/1/LQ/001	L/503/4896	1
Responsible Work Practice	HC4/1/LQ/006	R/503/4897	1
Undertaking an Enterprise Project	HC4/1/LQ/007	L/500/5317	1
Work Experience	HC4/1/LQ/008	K/500/5423	1

Qualification Units – Level 2 Award & Certificate in Employability

Unit title	OCNLR Unit code	Ofqual unit reference number	Level
Applying for Work	HC6/2/LQ/001	T/600/3717	2
Building and Managing Workplace Relationships	HC1/2/LQ/001	A/600/3718	2
Communication in the Workplace	HC1/2/LQ/002	F/600/3719	2
Customer Care	HC4/2/LQ/001	T/600/3720	2
Developing Enterprise Skills	HC1/2/LQ/003	A/600/3721	2
Developing Meeting Skills	HC4/2/LQ/002	F/600/3722	2
Improving own Performance	HB1/2/LQ/003	J/600/3723	2
Interview Skills	HC6/2/LQ/002	L/600/3724	2
Operating in a Work Environment	HC1/2/LQ/004	R/600/3725	2
Oral Presentation Skills	HB6/2/LQ/001	Y/600/3726	2
Personal Money Management	HE1/2/LQ/001	D/600/3727	2
Personal Presentation in the Workplace	HB6/2/LQ/002	K/600/3729	2
Recognising Leadership Skills	HC4/2/LQ/003	D/600/3730	2
Recognising Prejudice and Discrimination	HE4/2/LQ/002	H/600/3731	2
Researching Employment Opportunities	HC6/2/LQ/003	K/600/3732	2
Responsible Work Practice	HC1/2/LQ/005	M/600/3733	2
Rights and Responsibilities in the Workplace	HC1/2/LQ/006	T/600/3734	2
Self Development	HB1/2/LQ/004	A/600/3735	2
Solving Problems in the Workplace	HC4/2/LQ/004	F/600/3736	2
Teamwork Skills	HB7/2/LQ/002	J/600/3737	2
Understanding Change in the Workplace	HC4/2/LQ/005	L/600/3738	2
Understanding Structures in the Workplace	HC1/2/LQ/007	R/600/3739	2

Unit Title: Communication Skills in Preparing for Work	
Level:	One
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC4/1/LQ/002
Ofqual Unit Reference Number:	Y/503/5209

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to identify career or work options.	1.1. Using at least two information sources, record career or job options. 1.2. Choose one option of career or job to match own requirements and skills.
2. Be able to complete applications for work or training.	2.1. Complete two application forms legibly, providing the information requested. 2.2. Check the form for accurate spelling and grammar, making amendments as required. 2.3. Produce a simple CV which includes essential information.
3. Be able to present self at an interview.	3.1. Arrive in good time for an interview. 3.2. Use body language to indicate positive interest in the position available. 3.3. Demonstrate confidence in answering interview questions.
4. Be able to plan for future work or training.	4.1. Produce an action plan for future work or training, listing necessary short term actions.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	P
Report	O	Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Oral Presentation Skills	
Level:	One
Credit Value:	1
GLH:	9
OCNLR Unit Code:	AF3/1/LQ/001
Ofqual Unit Reference Number:	F/503/4894

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to plan an oral presentation.	1.1. Plan a presentation for a known group including aims, timing, and use of visual aids.
2. Be able to give an oral presentation taking into account purpose and audience.	2.1. Give a short oral presentation to a group on a chosen subject using appropriate techniques. 2.2. Use at least one visual aid to enhance the presentation.
3. Be able to give and receive feedback on a presentation.	3.1. Give constructive feedback to others on a presentation. 3.2. Use feedback from others to plan changes to own presentation performance.

Assessment

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Case Study		Project	
Written question & answer/test/exam		Role play/simulation	O
Essay		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	O
Reflective log/diary		Practice file	

Unit Title: Working as a Team	
Level:	One
Credit Value:	1
GLH:	9
OCNLR Unit Code:	HC4/1/LQ/003
Ofqual Unit Reference Number:	M/600/9936

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the factors that contribute to effective team work.	1.1. List the positive and negative factors that can affect team work. 1.2. Identify personal contributions made to effective team work.
2. Understand how to contribute to a team discussion.	2.1. Contribute thoughts and ideas at an appropriate time without talking over others in the group. 2.2. Use appropriate phrases and/or body language to indicate that s/he has something relevant to say.
3. Understand how to participate in a team activity.	3.1. Contribute to a team activity. 3.2. Identify the aims and objectives for the activity. 3.3. Identify the personal skills brought to the team activity. 3.4. Identify the skills that other members of the team brought to the activity. 3.5. Identify any changes that would be made if s/he took part in the same activity again.

Assessment

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Case Study		Project	
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	O
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description		Production of artefact	
Reflective log/diary		Practice file	O

Unit Title: Community Project	
Level:	One
Credit Value:	3
GLH:	22
OCNLR Unit Code:	PR3/1/LQ/001
Ofqual Unit Reference Number:	T/501/6893

This unit has 5 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to agree a suitable community project.	1.1. List options for a community project. 1.2. Choose a project and give reasons for choice. 1.3. Agree a suitable community project.
2. Be able to plan a suitable community project.	2.1. Produce a list of tasks that need to be done. 2.2. List who will do what. 2.3. Decide a suitable time frame. 2.4. Identify any equipment and materials needed. 2.5. Identify any help needed. 2.6. Agree a suitable plan (with team members if working in a team).
3. Be able to contribute to a risk assessment for the project.	3.1. List possible risks and hazards. 3.2. Plan how to reduce any risks or hazards. 3.3. Agree a risk assessment with his/her tutor or supervisor.
4. Be able to follow the project plan.	4.1. Take responsibility for completing his/her tasks identified in the plan. 4.2. Review progress (with team members if working in a team). 4.3. Revise plan as necessary. 4.4. Work safely.
5. Be able to review the project.	5.1. Describe what went well. 5.2. Describe what could be improved. 5.3. Describe what he/she has learned about himself/herself and the local community.

Assessment

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Case Study		Project	P
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	O

Unit Title: Customer Care	
Level:	One
Credit Value:	2
GLH:	16
OCNLR Unit Code:	BA3/1/LQ/001
Ofqual Unit Reference Number:	A/503/4893

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the principles of good customer care.	1.1. Describe why good customer care is important. 1.2. Demonstrate how to give good customer care in own role. 1.3. Outline how poor customer care can affect customers and organisations. 1.4. Describe the importance of making a good impression when dealing with customers.
2. Be able to provide good customer care.	2.1. Demonstrate good customer care when dealing with a range of customers.
3. Be able to communicate positively with customers.	3.1. Describe positive verbal and non-verbal ways of communicating with customers. 3.2. Outline the possible results of poor communication with customers. 3.3. Communicate with customers positively in different situations.
4. Understand the importance of keeping to organisational policies and practice.	4.1. Listen and respond to customer queries, requests and complaints in accordance with set policies and procedures.

Assessment

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Case Study		Project	
Written question & answer/test/exam		Role play/simulation	O
Essay		Practical demonstration	O
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Dealing with Problems in Daily Life	
Level:	One
Credit Value:	2
GLH:	20
OCNLR Unit Code:	HC4/1/LQ/004
Ofqual Unit Reference Number:	L/502/0464

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know how to recognize a straightforward problem and identify ways to tackle it.	1.1. Describe a straightforward problem and describe its effects. 1.2. Suggest ways in which they might tackle the problem. 1.3. Select a way to tackle the problem and agree it with an appropriate person.
2. Be able to plan and carry out activities to tackle a problem.	2.1. Plan the activities needed to tackle the problem. 2.2. Identify resources to help tackle the problem. 2.3. Carry out planned activities.
3. Be able to carry out a review of their methods and the skills they used in tackling the problem.	3.1. Review the approach used to tackle the problem. 3.2. Describe what went well and what did not go so well. 3.3. Identify whether the problem has been solved.

Assessment

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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	O
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Financial Literacy: Budgeting and Money Management	
Level:	One
Credit Value:	1
GLH:	9
OCNLR Unit Code:	HB1/1/LQ/002
Ofqual Unit Reference Number:	H/602/5941

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know about sources of income.	1.1. Identify possible sources of income, for example, employment, state benefits. 1.2. List one advantage and one disadvantage of each chosen source.
2. Know about outgoings and expenditure.	2.1. Identify possible types of essential outgoings/expenditure. 2.2. Identify possible types of non-essential outgoings/expenditure.
3. Understand the use of personal budgets.	3.1. Outline a personal budget. 3.2. Identify how possible shortfalls in the budget can be managed. 3.3. Identify how any surplus in the budget can be used.

Assessment

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Case Study		Project	O
Written question & answer/test/exam	P	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Health and Safety in a Practical Environment	
Level:	One
Credit Value:	1
GLH:	9
OCNLR Unit Code:	HC1/1/LQ/003
Ofqual Unit Reference Number:	Y/600/3239

This unit has 2 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be aware of relevant health and safety requirements, procedures and equipment.	1.1. State the purpose of relevant, current health and safety requirements, for example, Health and Safety at Work Act or the Control of Substances Hazardous to Health Regulations. 1.2. State the correct procedures for reporting accidents and potential hazards. 1.3. State the correct response to two emergency situations. 1.4. State the location of the use of emergency equipment, for example, fire/emergency alarm and first aid box.
2. Recognise and manage risk by following safe working practices.	2.1. Identify the potential risks of a given situation. 2.2. State the purpose and use of safety equipment and/or clothing to minimise risk in particular tasks. 2.3. Follow relevant health and safety procedures, for example, by selecting and using appropriate personal protective equipment or using correct manual handling techniques.

Assessment

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Case Study		Project	O
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	O
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Planning and Reviewing Learning	
Level:	One
Credit Value:	2
GLH:	20
OCNLR Unit Code:	HC7/1/LQ/001
Ofqual Unit Reference Number:	L/503/5210

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to plan to meet targets.	1.1. Describe why it is important to set targets. 1.2. Set targets that clearly show what s/he wants to achieve. 1.3. Identify clear action points and deadlines. 1.4. Identify and access sources of support. 1.5. Make arrangements for reviewing progress.
2. Be able to follow a plan to meet targets and improve performance.	2.1. Work through action points to complete work on time. 2.2. Describe different ways of learning and how s/he learns best. 2.3. Use ways of learning suggested by others and make changes when needed to improve performance. 2.4. Use support given by others to help meet own targets.
3. Be able to review own progress and achievements.	3.1. Identify what s/he has learned and state how s/he has learned. 3.2. State what went well and what went less well. 3.3. Identify targets s/he has met and describe own achievements. 3.4. Accept and use feedback to improve own performance.

Assessment

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Case Study		Project	
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	O
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	O

Unit Title: Recognising and Respecting Diversity in the Workplace	
Level:	One
Credit Value:	1
GLH:	9
OCNLR Unit Code:	AJ2/1/LQ/001
Ofqual Unit Reference Number:	L/503/4896

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand how recognising and respecting individual differences and diversity contributes to a positive environment in the workplace.	1.1. Identify two positive ways in which individual difference and diversity in the workforce could be recognised and respected. 1.2. Identify the impact these differences between individuals could have on working together.
2. Understand key responsibilities in relation to promoting equality in the workplace.	2.1. Outline own responsibilities and those of an employer in relation to equality. 2.2. Outline at least 2 key principles of inclusion to promote equality in the workplace.
3. Understand the importance of challenging discrimination at work.	3.1. Give an example of a scenario illustrating discrimination at work and an approach to challenging it.

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Case Study	O	Project	
Written question & answer/test/exam		Role play/simulation	O
Essay		Practical demonstration	O
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Responsible Work Practice	
Level:	One
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC4/1/LQ/006
Ofqual Unit Reference Number:	R/503/4897

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to maintain punctuality in a working environment.	1.1. Develop a plan for the use of money, time and available resources to achieve punctual attendance in a working environment. 1.2. Implement a plan to maintain timekeeping requirements in a working environment over a set period of time.
2. Be able to maintain personal appearance requirements for work.	2.1. Identify the requirements for personal appearance and hygiene in different working environments. 2.2. Maintain standards of personal hygiene and dress in a working environment over a set period of time.
3. Understand legal requirements on misuse of substances.	3.1. Outline the legal requirements on misuse of substances and alcohol relevant to individuals in the workplace.

Assessment

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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description		Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Undertaking an Enterprise Project	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	HC4/1/LQ/007
Ofqual Unit Reference Number:	L/500/5317

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Select an appropriate enterprise project for a particular target market.	1.1. State two ways in which s/he could undertake market research and identify the most suitable for his/her enterprise project. 1.2. State, giving reasons for choice, the selected product or service. 1.3. Identify and list their target market and main competitors.
2. Appreciate the unit cost of, and how to set the price for, their product or service.	2.1. Identify and list all the costs involved in producing the product or service. 2.2. Using a given simple arithmetic formula calculate the total cost of producing the product or service. 2.3. State the price s/he will charge the customer for their product or service.
3. Demonstrate an understanding of the significance of effective marketing.	3.1. Identify and list the key personal skills/qualities required to effectively market and sell their product or service. 3.2. Identify and list the most appropriate methods for marketing this product or service. 3.3. Create a resource for marketing their product or service to their target market giving two reasons for their choice of resource.

<p>4. Plan, monitor and review the enterprise project.</p>	<p>4.1. Devise an action plan that identifies and lists each stage of the enterprise project, giving a target time/date for their completion.</p> <p>4.2. Review and revise the action plan at each stage of the enterprise project stating new target times/dates for their completion.</p> <p>4.3. State what worked well and what could be improved.</p>
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Case Study		Project	P
Written question & answer/test/exam	O	Role play/simulation	
Essay	O	Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Work Experience	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	HC4/1/LQ/008
Ofqual Unit Reference Number:	K/500/5423

This unit has 5 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the structure and purpose of the organisation.	1.1. State the main purpose and activities of the organisation. 1.2. Identify and list the other most important activities undertaken by the organisation. 1.3. Outline the main aspects of the management structure.
2. Understand own role within organisation.	2.1. State his/her occupation and role in the workplace. 2.2. List agreed limitations of his/her responsibilities.
3. Maintain acceptable conventions for personal presentation and behaviour in the workplace.	3.1. List the reasons for agreed dress conventions. 3.2. Sustain punctuality throughout the placement. 3.3. Behave within agreed standards without direction.
4. Comply with safe working practices demanded by the work environment.	4.1. Identify a range of safety hazards and list the precautions they require. 4.2. Select and use appropriate safety equipment for given tasks. 4.3. Locate First Aid Box and list its contents. 4.4. State the organisations procedures in the event of a specific accident or emergency. 4.5. Identify and name the member(s) of staff and their post with responsibility for health and safety and first aid in the organisation. 4.6. Give two examples of how to carry out work tasks that does not endanger self or others.

<p>5. Carry out tasks as requested using appropriate work related skills.</p>	<p>5.1. Carry out given tasks following instructions and/or demonstrations. 5.2. Request guidance as necessary. 5.3. List the work related skills utilised in carrying out tasks. 5.4. Ensure that relevant information is passed on to appropriate others.</p>
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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	O

Unit Title: Applying for Work	
Level:	Two
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC6/2/LQ/001
Ofqual Unit Reference Number:	T/600/3717

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Recognise different ways of applying for jobs.	1.1. Describe the different ways of applying for jobs and what is involved in each approach.
2. Be able to produce a Curriculum Vitae (CV).	2.1. Produce a clearly structured and legible CV which includes relevant information and summarises own experience, qualities and skills. 2.2. Modify a CV for a specific purpose, including all relevant information.
3. Be able to write a covering letter.	3.1. Describe the range of information required in a covering letter to meet the needs and expectations of employers. 3.2. Produce a formal covering letter in an appropriate format, which meets accepted conventions in language structures and register. 3.3. Adapt the letter appropriately for both a direct and a speculative approach.
4. Be able to complete job application forms.	4.1. Read the job requirements and specifications and describe the range of information required. 4.2. Describe own skills and experience relevant to the job specifications and prepare draft text. 4.3. Complete the form providing the information requested and the level of detail required. 4.4. Present the information in a style and register appropriate to the audience. 4.5. Check the form for spelling, grammatical accuracy and appropriate sentence structures, amending where necessary.

Assessment

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P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	P	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Building and Managing Workplace Relationships	
Level:	Two
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC1/2/LQ/001
Ofqual Unit Reference Number:	A/600/3718

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand acceptable boundaries to behaviour in the workplace.	1.1. Describe at least two examples of unacceptable behaviour and explain why they are unacceptable in the workplace. 1.2. Describe at least two examples of acceptable behaviour and explain why they are acceptable in the workplace.
2. Know how to recognise and respond to different behaviours.	2.1. Describe examples of aggressive, passive and assertive behaviour in workplace situations. 2.2. Describe the potential impact of these different behaviours on workplace relationships. 2.3. Demonstrate how to respond appropriately to examples of aggressive, passive and assertive behaviour in workplace situations.
3. Know how to give and respond to constructive criticism.	3.1. Demonstrate at least two feedback models and how these can be applied to criticise constructively in workplace situations. 3.2. Describe how constructive criticism can benefit an individual and contribute to their personal development and growth. 3.3. Demonstrate how to respond to constructive criticism in an open and non-defensive way.
4. Understand how conflict can be dealt with constructively in the workplace.	4.1. Demonstrate how to negotiate and achieve a win-win situation, using constructive behaviour, in examples of conflict situations in the workplace.

Assessment

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Case Study	O	Project	
Written question & answer/test/exam	O	Role play/simulation	P
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	

Unit Title: Communication in the Workplace	
Level:	Two
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC1/2/LQ/002
Ofqual Unit Reference Number:	F/600/3719

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the importance of positive verbal and non-verbal interaction in the workplace.	1.1. Describe the importance and benefits of positive verbal communication with colleagues in the workplace. 1.2. Describe the importance and benefits of positive verbal communication with customers/clients. 1.3. Describe, giving examples, what is meant by non-verbal communication and explain its importance in face-to-face interaction. 1.4. Describe the importance of clarity, tone and manner when communicating by telephone.
2. Be able to demonstrate positive verbal and non-verbal interaction.	2.1. Demonstrate appropriate and inappropriate ways of communicating verbally. 2.2. Demonstrate ways in which non-verbal communication can be used positively to support face-to-face communication. 2.3. Listen and respond to others, acknowledging their right to hold opinions that differ from own.
3. Be able to produce positive written communications in the workplace.	3.1. Produce written business communications in at least two formats, using language, tone and register appropriate to the recipient and the formality of the situation.

Assessment

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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	O
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	P	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Customer Care	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HC4/2/LQ/001
Ofqual Unit Reference Number:	T/600/3720

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the importance of good practice in customer care.	1.1. Describe the key principles of good practice in customer care. 1.2. Describe the benefits to an organisation of good customer care. 1.3. Describe the possible consequences to an organisation of poor customer care. 1.4. Identify methods used to measure level of customer care in an organisation.
2. Know how to communicate effectively with customers.	2.1. Describe appropriate methods and systems to communicate effectively with customers. 2.2. Demonstrate appropriate ways of communicating with customers verbally and non-verbally, face-to-face, by telephone and in written correspondence.
3. Understand the measures required to solve customer problems.	3.1. Describe common customer problems. 3.2. Describe measures designed to deal with customer problems. 3.3. Describe best practice in dealing with complaints from customers.
4. Understand the need to obtain and respond to customer comments.	4.1. Identify the key reasons for obtaining customer comments. 4.2. Describe how customer comments on service may be obtained. 4.3. Describe procedures for instigating change as a result of customer comments. 4.4. Outline methods of evaluating changes made.

Assessment

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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	O
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	P	Production of artefact	
Reflective log/diary	O	Practice file	

Unit Title: Developing Enterprise Skills	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HC1/2/LQ/003
Ofqual Unit Reference Number:	A/600/3721

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to identify a viable product or service to market and sell.	1.1. Describe the selected product or service and give reasons for choice. 1.2. Describe the target market for the product or service. 1.3. Describe the main competitors and assess risk.
2. Be able to plan an enterprise activity.	2.1. Devise an action plan describing each stage of the enterprise activity. 2.2. Identify resources and set targets for completion. 2.3. Obtain feedback from others on plan and amend where appropriate. 2.4. Describe potential risks to the activity.
3. Be able to run an enterprise activity.	3.1. Run the activity, putting the plan into action and monitoring at each stage. 3.2. Review the action plan, suggesting alternative ways to achieve objectives where necessary.
4. Be able to evaluate an enterprise activity.	4.1. Describe the strengths and weaknesses of the enterprise activity and the impact these had on the success or failure of the activity. 4.2. Describe lessons learnt and how these would affect future enterprise activities undertaken. 4.3. Assess own role in the activity and identify skills and/or knowledge acquired and areas for own future development.

Assessment

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P = Prescribed This assessment method *must* be used to assess all or part of the unit.

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Case Study		Project	P
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	O
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	

Unit Title: Developing Meeting Skills	
Level:	Two
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC4/2/LQ/002
Ofqual Unit Reference Number:	F/600/3722

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand that there are different purposes to meetings.	1.1. Describe a range of reasons and purposes for holding meetings. 1.2. Describe how meetings differ depending on their nature and purpose, size, the people involved and the organisational culture.
2. Understand meeting conventions and processes.	2.1. Describe key aspects of the meeting process and procedures. 2.2. Describe the importance of having an agenda. 2.3. Describe the structure of a conventional agenda. 2.4. Describe the types of information and documentation that may be needed at a meeting. 2.5. Describe the importance of taking notes and recording outcomes and decisions. 2.6. Describe the role of the Chair in a meeting. 2.7. Give examples of acceptable and unacceptable behaviours in a meeting.
3. Be able to participate in a meeting.	3.1. Make clear contributions to a meeting which are relevant to the point in discussion. 3.2. Listen to others' contributions without interrupting. 3.3. Communicate in a style appropriate to the purpose and level of formality of the meeting.

Assessment

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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	P
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Improving own Performance	
Level:	Two
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HB1/2/LQ/003
Ofqual Unit Reference Number:	J/600/3723

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to assess own performance.	1.1. Describe areas of work s/he enjoys and/or feels s/he is good at. 1.2. Describe areas of work s/he feels less confident about. 1.3. Describe areas of own work s/he would like to improve, giving reasons.
2. Be able to create and implement an action plan to improve own performance.	2.1. Produce a plan to improve performance in a number of areas, using a suitable format. 2.2. Set realistic short term targets for improvement on the basis of existing strengths, aptitudes and skills. 2.3. Consider differing demands on time when setting targets. 2.4. Describe actions they will take to meet the targets. 2.5. Identify possible obstacles and ways of overcoming them. 2.6. Manage time and other resources in order to achieve targets. 2.7. Use feedback from others to aid progress towards targets.
3. Be able to review the effectiveness of an action plan to improve own performance.	3.1. Describe progress made in meeting targets and improving own performance. 3.2. Review and revise the plan accordingly, suggesting alternative ways to achieve targets where necessary.

Assessment

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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	

Unit Title: Interview Skills	
Level:	Two
Credit Value:	1
GLH:	8
OCNLR Unit Code:	HC6/2/LQ/006
Ofqual Unit Reference Number:	L/600/3724

This unit has 2 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to prepare for an interview.	1.1. Describe how s/he would prepare for an interview, including techniques for dealing with anxiety. 1.2. Describe how to research and identify information on an employer that may be useful for interview. 1.3. Identify a range of possible interview questions and suggest suitable answers. 1.4. Describe appropriate dress for an interview and why this is important. 1.5. Prepare a range of questions to ask at interview to find out more about the job, organisation, course or placement.
2. Be able to conduct self in an interview situation.	2.1. Present and conduct self appropriately in a mock interview situation, using appropriate verbal and non-verbal skills (for example, eye contact, posture, etc). 2.2. Assess own performance, respond to feedback and identify areas for further development.

Assessment

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Case Study		Project	
Written question & answer/test/exam		Role play/simulation	P
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	

Unit Title: Operating in a Work Environment	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HC1/2/LQ/004
Ofqual Unit Reference Number:	R/600/3725

This unit has 5 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the structure and purpose of the organisation.	1.1. Describe the main purpose of the organisation. 1.2. Describe the most important activities undertaken by the organisation. 1.3. Describe the organisational and management structure, including departments and their functions. 1.4. Describe how information is gathered and communicated across the organisation and between departments.
2. Understand own role within the organisation and perform tasks accordingly.	2.1. Describe own role and activities, and the agreed limitations to own responsibilities. 2.2. Carry out tasks as directed, following instructions where appropriate and requesting guidance if necessary.
3. Be able to comply with agreed conventions for personal presentation, behaviour and time-keeping.	3.1. Maintain personal presentation at work and behave within agreed standards consistently. 3.2. Meet time-keeping and attendance requirements, following the organisational procedures if there are unavoidable difficulties.
4. Understand and comply with safe working practices.	4.1. Describe the main safety hazards in the work placement, the precautions to address them and how to report them. 4.2. Describe the organisation's procedures in the event of an accident or emergency. 4.3. Describe the location of the First Aid Box and its main contents. 4.4. Describe how to use key safety equipment, for example fire extinguisher. 4.5. Work in a way that does not endanger self or others.

<p>5. Be able to reflect on and learn from experience of work.</p>	<p>5.1. Monitor own development and experiences, including positive achievements, key incidents, lessons learnt and skills acquired.</p> <p>5.2. Describe how previous learning helped them in their work.</p> <p>5.3. Identify areas for own further development in order to enhance future employment opportunities.</p>
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Assessment

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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	P
Report	O	Group discussion	
Oral question and answer		Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	P	Practice file	O

Unit Title: Oral Presentation Skills	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HB6/2/LQ/001
Ofqual Unit Reference Number:	Y/600/3726

This unit has 5 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to source information for and plan a presentation.	1.1. Identify and locate different sources of information relevant to the topic of presentation. 1.2. Prepare a plan and/or notes that reflect appropriate content and structure for the task.
2. Be able to deliver a structured presentation to an audience.	2.1. Introduce topic clearly. 2.2. Present material logically, linking ideas together. 2.3. Present an effective conclusion. 2.4. Explain key concepts. 2.5. Use appropriate evidence to support ideas, arguments and opinions presented.
3. Be able to demonstrate an awareness of the audience.	3.1. Speak audibly, using tone and register appropriate to audience and level of formality. 3.2. Adopt a suitable pace of speaking, and vary pace and tone to sustain audience interest. 3.3. Make use of supporting materials, for example written or audio-visual aids, to illustrate key points where appropriate.
4. Be able to handle questions effectively.	4.1. Listen attentively, and respond to, questions and points raised by the audience.
5. Understand the strengths and weaknesses of the presentation.	5.1. Describe strengths and weaknesses of own presentation. 5.2. Identify areas for improvement in presentation skills.

Assessment

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Case Study		Project	
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	P	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Personal Money Management	
Level:	Two
Credit Value:	1
GLH:	8
OCNLR Unit Code:	HE1/2/LQ/001
Ofqual Unit Reference Number:	D/600/3727

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand what is meant by income and expenditure.	1.1. Identify items of personal income and expenditure. 1.2. Describe how these may be affected by changing circumstances.
2. Be able to record income and expenditure for a personal budget.	2.1. Record weekly and monthly income and expenditure in a clear format.
3. Understand the problems of coping on a limited budget.	3.1. Identify the problems of living on a restricted budget. 3.2. Describe the advantages and disadvantages of possessing credit, debit and charge cards.
4. Recognise different types of services that banks offer.	4.1. Identify the differences between, and uses of: (a) current accounts; (b) savings accounts; (c) mortgage loans; (d) other types of loans.

Assessment

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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Personal Presentation in the Workplace	
Level:	Two
Credit Value:	1
GLH:	8
OCNLR Unit Code:	HB6/2/LQ/002
Ofqual Unit Reference Number:	K/600/3729

This unit has 2 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know conventions for personal presentation in the workplace.	1.1. Describe a range of dress and appearance conventions and their appropriateness for different work settings.
2. Understand the value of first impressions.	2.1. State why it is important to make a good first impression. 2.2. Describe ways of creating a positive impression when meeting, speaking and writing to people for the first time.

Assessment

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O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	P	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Recognising Leadership Skills	
Level:	Two
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC4/2/LQ/003
Ofqual Unit Reference Number:	D/600/3730

This unit has 2 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the key characteristics of effective leadership.	1.1. Identify key characteristics and qualities of leadership and describe why they are important.
2. Understand the skills involved in effective leadership.	2.1. Describe examples of skills required for leadership. 2.2. Assess how own skills and qualities match to those required for leadership. 2.3. Describe the ways in which a leader motivates and organises a team. 2.4. Describe the role of communication skills in being an effective leader.

Assessment

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P = Prescribed This assessment method *must* be used to assess all or part of the unit.

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Case Study		Project	
Written question & answer/test/exam		Role play/simulation	O
Essay		Practical demonstration	O
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	P	Practice file	

Unit Title: Recognising Prejudice and Discrimination	
Level:	Two
Credit Value:	1
GLH:	8
OCNLR Unit Code:	HE4/2/LQ/002
Ofqual Unit Reference Number:	H/600/3731

This unit has 2 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know how stereotyping people can lead to discrimination.	1.1. Identify examples of stereotypes used in relation to race, gender, ability and sexuality and describe how they can and do lead to discrimination.
2. Understand the impact of discrimination on individuals and society.	2.1. Identify examples of discriminatory language and describe the effect of this language on individuals and society. 2.2. Identify examples of discriminatory behaviour and describe the effect of this behaviour on individuals and society.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Researching Employment Opportunities	
Level:	Two
Credit Value:	1
GLH:	8
OCNLR Unit Code:	HC6/2/LQ/003
Ofqual Unit Reference Number:	K/600/3732

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know that there are different types of work.	1.1. Describe the key characteristics of: (a) paid employment; (b) unpaid work; (c) self-employment. 1.2. Describe the benefits of each type of work.
2. Know the different sources of job opportunities and employment.	2.1. Describe the range of sources of job opportunities and employment. 2.2. Assess the different sources of job vacancies and select the most appropriate for own purposes.
3. Be able to identify job vacancies appropriate to own skills.	3.1. Search chosen sources to identify suitable job vacancies. 3.2. Describe how own skills and experience match the requirements of the positions selected. 3.3. Contact the relevant organisations to request further details and/or an application form.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	

Unit Title: Responsible Work Practice	
Level:	Two
Credit Value:	1
GLH:	8
OCNLR Unit Code:	HC1/2/LQ/005
Ofqual Unit Reference Number:	M/600/3733

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the importance of motivation in the workplace.	1.1. Describe at least three things that motivate people in the workplace. 1.2. Explain the impact on a team/organisation of a lack of motivation on the part of individuals.
2. Understand the importance of punctuality and reliability in the workplace.	2.1. Describe why punctuality and reliability is important in the workplace. 2.2. Describe strategies for maintaining punctuality.
3. Understand the importance of time management in the workplace.	3.1. Describe the advantages to self and others of managing own time effectively. 3.2. Assess strengths and weaknesses in own time management. 3.3. Describe strategies that can be used to manage time to deal with pressure and meet deadlines. 3.4. Identify at least three examples of time-wasting behaviour and describe how they can impact on others.

Assessment

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O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Rights and Responsibilities in the Workplace	
Level:	Two
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC1/2/LQ/006
Ofqual Unit Reference Number:	T/600/3734

This unit has 2 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the need for policies to comply with employment legislation.	1.1. Describe the function of at least four different policies that an organisation should have in place. 1.2. Explain why it is important that these policies are implemented.
2. Understand the purpose of and need for a contract of employment.	2.1. Explain the purpose of the main sections of a written contract of employment. 2.2. Describe ways in which an employer may breach a contract of employment. 2.3. Describe ways in which an employee may breach a contract of employment. 2.4. Describe possible outcomes of a breach of contract.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Self Development	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HB1/2/LQ/004
Ofqual Unit Reference Number:	A/600/3735

This unit has 5 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Recognise the significance of own achievements and interests to own development.	1.1. Describe at least two: (a) achievements and how they were achieved; (b) interests and how they were pursued. 1.2. Describe how each of the above has contributed to own development and current situation.
2. Recognise own strengths and areas for further development.	2.1. Describe own strengths in relation to skills, qualities and abilities and assess their importance for the future in life, work and training. 2.2. Describe own areas for further development and explain why they need to be improved and how they could be improved. 2.3. Match own skills, qualities and abilities to the requirements of preferred learning progression destination or career choice.
3. Understand how a person's learning style influences career and education choices.	3.1. Describe the characteristics of own learning style and how their career/ education choices may be influenced by their learning style.
4. Be able to set personal goals and objectives.	4.1. Identify a range of personal goals, taking into consideration own skills, qualities, abilities and available opportunities. 4.2. Describe why the goals are relevant to own current situation and to available opportunities.

<p>5. Be able to make action plans to achieve personal goals.</p>	<p>5.1. Produce an action plan which:</p> <ul style="list-style-type: none">(a) Identifies and records personal goals which are SMART (Specific, Measurable, Achievable, Realistic, Timed).(b) Incorporates a checklist of actions to be taken towards personal goals.(c) Timetables the actions to be undertaken.
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Assessment

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Case Study		Project	
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	P	Production of artefact	
Reflective log/diary	O	Practice file	

Unit Title: Solving Problems in the Workplace	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HC4/2/LQ/004
Ofqual Unit Reference Number:	F/600/3736

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the types of problems that may occur in a workplace.	1.1. Describe a range of problems which may be encountered in the workplace and the different reasons for them. 1.2. Identify the cause of a problem. 1.3. Describe a range of factors which might influence/limit solutions to a problem.
2. Understand potential sources of advice and support to inform decision making.	2.1. Discuss a problem with others and consider and assess other points of view to inform decision making. 2.2. Use information from other sources to explore new and creative ways of problem solving.
3. Understand and apply the process of problem solving.	3.1. Assess potential solutions to a problem and make recommendations in discussion with others. 3.2. Select and implement an agreed solution to a problem. 3.3. Assess to what extent the action taken addressed the problem, describing what worked well and what could have been done differently.

Assessment

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Case Study	O	Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Teamwork Skills	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HB7/2/LQ/002
Ofqual Unit Reference Number:	J/600/3737

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the need for a team to agree a contract for working together.	1.1. Participate constructively in discussion and negotiation to agree a group contract which identifies acceptable standards of behaviour. 1.2. Explain the importance for all members of the team to adhere to the contract.
2. Understand how roles and responsibilities can be allocated within a team.	2.1. Describe how the different skills and strengths people bring to a team affects the different roles they take on. 2.2. Assess own skills and strengths in relation to a specific task. 2.3. Negotiate and reach agreement with other members of the team on the different roles each individual will take on in relation to a specific task. 2.4. Participate constructively in discussion and negotiation to agree the objectives and plan activities in relation to a specific task. 2.5. Describe own and other team members' responsibilities in relation to a specific task.
3. Be able to work within a team towards a specific goal.	3.1. Carry out own role and responsibilities to the agreed standard and timescales. 3.2. Conform consistently to the terms of the group contract. 3.3. Give and respond to any advice and/or criticism constructively.

<p>4. Be able to assess the effectiveness of a team.</p>	<p>4.1. Assess own and other group members' contributions to fulfilling the requirements of the task.</p> <p>4.2. Reflect on and discuss constructively with other team members how effectively the team worked.</p> <p>4.3. Identify any examples of conflict that arose during the activity and how the issues were resolved.</p> <p>4.4. Describe ways in which the team could improve the way they work together.</p>
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Assessment

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Case Study		Project	O
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	P
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	

Unit Title: Understanding Change in the Workplace	
Level:	Two
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC4/2/LQ/005
Ofqual Unit Reference Number:	L/600/3738

This unit has 2 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand that organisations need to respond to change and new directions.	1.1. Describe the changes and new directions that can occur within an organisation and the possible reasons for those changes. 1.2. Describe different ways in which people can respond to those changes.
2. Understand how change can create new opportunities.	2.1. Describe opportunities that can arise as a result of change in an organisation. 2.2. Describe the importance of training and development in times of change.

Assessment

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Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	P	Practice file	

Unit Title: Understanding Structures in the Workplace	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HC1/2/LQ/007
Ofqual Unit Reference Number:	R/600/3739

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the importance of organisational objectives and values.	1.1. Describe the purpose of Mission 1.2. Statements and company values. 1.3. Describe how an organisation's main objectives can determine its structure.
2. Understand the need for effective communication routes within an organisation.	2.1. Describe how information can be gathered and passed on within an organisation. 2.2. Explain the need for effective communication within a team. 2.3. Describe the potential outcomes of poor communication within and across teams in an organisation.
3. Recognise the way in which decisions are made in relation to organisational structure.	3.1. Describe different decision-making processes and how they are influenced by organisational structure. 3.2. Describe at least two methods of decision-making in the workplace, for example consensus, hierarchy.

Assessment

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Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	



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