

# **Certificates in Employability and Personal Development at SCQF Levels 3/4 (7586-01)**



**Candidate logbook**

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August 2015  
Version 1.1

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

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# Certificates in Employability and Personal Development at SCQF Levels 3/4 (7586-01)

## Candidate logbook

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www.cityandguilds.com  
August 2015  
Version 1.1

Version and date	Change detail	Section
1.1 August 2015	Amended Unit 414 title	Unit Section

City & Guilds  
**Believe you can**



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# 1 About your candidate logbook

## 1.1 Contact details

<b>Candidate name</b>	
<b>Candidate enrolment no</b>	
<b>Centre name</b>	
<b>Centre number</b>	
<b>Programme start date</b>	
<b>Date of registration with City &amp; Guilds</b>	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

<b>Your Assessor(s)</b>	
<b>Your Internal Quality Assurer</b>	
<b>Quality Assurance Contact</b>	



# 1 About your candidate logbook

## 1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Certificates in Employability and Personal Development at SCQF Levels 3/4 (7586-01)**. It contains forms you can use to record your evidence of what you have done.

There are 36 units in total available in this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards. The units in this logbook are for the Level 3 and Level 4 qualifications.

### About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **[www.cityandguilds.com](http://www.cityandguilds.com)**.

## 2 Units

To achieve the **Certificate in Employability and Personal Development at SCQF Level 3** Learners must achieve a minimum of 18 credits from (301-308, 310-314, 316-319, 321, 323, 406-410, 412, 414-424).

A minimum of 14 credits must come from (301-308, 310-314, 316-319, 321, 323).

\*Note: units with the same title at different levels are barred. If chosen only the unit with the highest credit value will count towards the qualification.\*

To achieve the **Certificate in Employability and Personal Development at SCQF Level 4** Learners must achieve a minimum of 18 credits from (301-308, 310-314, 316-319, 321, 323, 406-410, 412, 414-424).

A minimum of 14 credits must come from (406-410, 412, 414-424).

\*Note: units with the same title at different levels are barred. If chosen only the unit with the highest credit value will count towards the qualification.\*

City & Guilds unit	Unit title	Credit value	NLH
301	Attitudes and values for personal development	1	10
302	Conduct at work	1	10
303	Effective communication	1	11
304	Effective speaking for the workplace	2	16
305	Effective written communication for the workplace	2	14
306	Applying for a job	2	20
307	Interview skills	3	27
308	Searching for a job	2	20
310	Enterprise activity	3	28
311	Prioritising and completing tasks	2	18
312	Healthy living	2	16
313	Personal presentation and hygiene	2	15
314	Safe learning in the workplace	3	25
316	Building working relationships with colleagues	2	17
317	Rights, responsibilities and citizenship	3	25
318	Investigating rights and responsibilities at work	1	10
319	Self assessment and development	2	18
321	Working as part of team	3	24
323	Level 3 Undertaking work placement	3	30
406	Applying for a job	2	20
407	Interview skills	3	27

408	Searching for a job	2	20
409	Career progression	2	21
410	Enterprise activity - producing a product or service	3	33
412	Healthy living	2	19
414	Safe learning in the workplace	4	34
415	Keeping safe	3	26
416	Building working relationships in the workplace	2	17
417	Rights, responsibilities and citizenship	3	28
418	Investigating rights and responsibilities at work	2	17
419	Self assessment and development	3	25
420	Coping with change	2	20
421	Working as part of a team	3	25
422	Interpersonal relationships	2	14
423	Undertaking work placement	3	30
424	Managing time in the workplace	2	14

### 3 The assessment process

The following people at your centre will explain the assessment process and help you achieve your unit(s).

#### **The assessor/tutor**

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

#### **The Internal Quality Assurer (IQA)**

The Internal Quality Assurer maintains the quality of assessment within the centre.

#### **The Quality Consultant (QC)**

The Quality Consultant works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

## 4 Using your logbook

### **Recording forms**

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

**Please photocopy these forms as required.**

## 5 Candidate progress record

### Certificates in Employability and Personal Development at SCQF Levels 3/4 (7586-01)

<b>Units</b>													
<b>Credits</b>													
Total Credits Achieved:													

#### Minimum 18 credits

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	

## Unit 301

## Attitudes and values for personal development

1 credit

### 1. Outcome 1 Understand the importance of personal attitudes and values

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 state what an attitude is		
1.2 state what a value is		
1.3 state the importance of own and others values		
1.4 identify own values and attitudes		
1.5 state how values and attitudes can influence personal success		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand how to develop personal strengths

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 state the importance of adaptability and flexibility		
2.2 state the importance of motivation		
2.3 state the importance of commitment		
2.4 state the importance of resilience		
2.5 review own personal strengths		
2.6 create an action plan to develop personal strengths		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	



## Unit 302

## Conduct at work

1 credit

### 1. Outcome 1 Know about appropriate conduct for the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify different kinds of appropriate conduct in the workplace		
1.2 identify inappropriate conduct in the workplace		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Be able to demonstrate good conduct

Assessment criteria (Performance) The learner can:	Evidence date					
The learner can:	Portfolio reference					
2.1 interact appropriately with colleagues						
2.2 dress appropriately for work						
2.3 demonstrate conduct suitable for job role						
2.4 demonstrate good timekeeping and attendance						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 3. Outcome 3 Be able to carry out a review of own conduct

Assessment criteria (Performance) The learner can:	Evidence date					
The learner can:	Portfolio reference					
3.1 identify an aspect of own conduct that went well						
3.2 identify an aspect of own conduct that did not go so well						
3.3 suggest an action point for improvement in own conduct						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	

## Unit 303

## Effective communication

1 credit

### 1. Outcome 1 Understand why effective communication is important

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 state why effective communication is important		
1.2 give examples of positive communication and body language		
1.3 give examples of appropriate and inappropriate verbal communication		
1.4 give examples of appropriate and inappropriate non-verbal communication.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand the difference between confident, aggressive, passive and assertive behavior

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 list examples of confident behaviour		
2.2 list examples of aggressive behaviour		
2.3 list examples of passive behaviour		
2.4 list examples of assertive behaviour		
2.5 state the difference between confident, aggressive, passive and assertive behaviour		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 2 Know the difference between positive and negative feedback

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 give an example of positive feedback		
3.2 give an example of negative feedback		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	

## Unit 304

## Effective speaking for the workplace

2 credits

### 1. Outcome 1 Know why it is important to speak effectively at work

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 describe why it is important to speak effectively in the workplace		
1.2 describe why confidence is important to speaking effectively in workplace		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Be able to use language appropriate to a face to face situation in the workplace

Assessment criteria (Performance) The learner can:	Evidence date					
The learner can:	Portfolio reference					
2.1 describe the difference between formal and informal language						
2.2 speak formally or informally as appropriate to the situation						
2.3 identify ways to show politeness when speaking to others in the workplace						
2.4 state the importance of positive body language in a face to face situation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 3. Outcome 3 Be able to make and receive a telephone call in the workplace

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify the differences between a face to face and telephone conversation						
3.2 suggest ways to address some of the differences						
3.3 make a formal telephone call						
3.4 answer a telephone call in the workplace						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 4. Outcome 4 Be able to contribute to conversations and discussions in the workplace

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 make relevant comments and suggestions						
4.2 ask and answer straightforward questions						
4.3 volunteer positive ideas or opinions						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	

## Unit 305

## Conduct at work

2 credits

### 1. Outcome 1 Understand different types of written communication

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify different types of written communication		
1.2 state the different situations where formal and informal written communication could be used		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand why effective written communication is important

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 state why effective written communication is important		
2.2 give examples of appropriate and inappropriate written language		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Be able to send a written communication for the workplace

Assessment criteria (Performance) The learner can:	Evidence date					
Portfolio reference						
3.1 send a formal written communication						
3.2 send an informal written communication						
3.3 answer a written communication						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						



I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	

## Unit 306

## Applying for a job

2 credits

### 1. Outcome 1 Know different methods of applying for jobs

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify the different types of job applications		
1.2 identify the different methods for job applications		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

### 2. Outcome 2 Be able to apply for a job

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify information needed to apply for a job		
2.2 present the information for a job application in different formats		
2.3 draft a CV		
2.4 describe how to apply for a job online		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	

## Unit 307

## Interview skills

3 credits

### 1. Outcome 1 Know how to prepare for an interview

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 research the company and the job role		
1.2 prepare brief answers to a given set of questions that are likely to be asked at the interview		
1.3 prepare questions to ask in an interview		
1.4 identify how to seek clarity from the interviewer about questions asked		
1.5 identify any documents that may be asked for at interview		
1.6 identify the route and means of transport to take to attend the interview on time		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Be able to present and perform well at an interview

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 dress appropriately and display good personal hygiene for the interview						
2.2 use appropriate means of non-verbal communication such as body language and facial expressions during the interview						
2.3 give clear, straightforward answers to the questions asked						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 3. Outcome 3 Be able to review own performance at an interview

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify one aspect of the interview that went well						
3.2 identify one aspect of the interview that did not go well						
3.3 identify actions to improve performance at future interviews						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	

## Unit 308

## Searching for a job

3 credits

### 1. Outcome 1 Be able to find out about opportunities for work

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 identify different sources of information to find out about jobs						
1.2 use sources of information to find key facts about different jobs						
1.3 identify different types of employment and training opportunities						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Be able to search for job vacancies

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 describe the key features of a job advert						
2.2 identify own requirements and skills						
2.3 identify job vacancies that meet own requirement and skills						
2.4 identify how to sign up to different organisations' job alert systems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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## Unit 310

## Enterprise activity

3 credits

### 1. Outcome 1 Be able to plan to an enterprise activity

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 choose an enterprise activity						
1.2 identify when and where to have the enterprise activity						
1.3 identify what needs to be done						
1.4 list the equipment and materials needed						
1.5 advertise the enterprise activity						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Be able to carry out an enterprise activity

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 undertake the enterprise activity safely						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 3. Outcome 3 Be able to review an enterprise activity

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify an aspect of the activity that went well						
3.2 identify an aspect of the activity that did not go well						
3.3 identify an improvement that could be made to the activity						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 311

## Prioritising and completing tasks

2 credits

### 1. Outcome 1 Be able to prioritise tasks at work

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 identify tasks which need to be prioritised						
1.2 give a reason why these tasks are important to complete						
1.3 use an appropriate method to prioritise identified tasks						
1.4 list the tasks in order of priority						
1.5 give a reason for the order of priority						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Be able to complete straightforward work related tasks

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 use the priority list to carry out the tasks						
2.2 identify whether the tasks have been completed successfully						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 312

## Healthy living

2 credits

### 1. Outcome 1 Understand what is needed for a healthy lifestyle

<b>Assessment criteria (Knowledge)</b> <b>The learner can:</b>	<b>Portfolio reference</b>	
1.1 list factors that contribute to a healthy lifestyle		
1.2 list barriers that prevent a healthy lifestyle		
1.3 identify ways in which a healthy lifestyle can be achieved		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Be able to maintain a healthy lifestyle

<b>Assessment criteria (Knowledge)</b> <b>The learner can:</b>	<b>Portfolio reference</b>	
2.1 carry out activities to contribute to a healthy lifestyle		
2.2 review how activities have contributed to a healthier lifestyle		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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## Unit 313

## Personal presentation and hygiene

2 credits

### 1. Outcome 1 Understand the importance of personal hygiene

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify what makes up a good personal hygiene routine		
1.2 state why good personal hygiene is important		
1.3 state the negative social effects of poor personal hygiene		
1.4 identify the health risks associated with poor personal hygiene		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand the importance of personal presentation

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify what is meant by good personal presentation		
2.2 state why good personal presentation is important		
2.3 state the negative effects of poor personal presentation		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		



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## Unit 314

## Safe learning in the workplace

3 credits

### 1. Outcome 1 Understand health and safety legislation for the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 give a reason why health and safety legislation is important in the workplace		
1.2 identify the health and safety laws that apply to all workplaces		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Know about risks and hazards in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 list the main hazards in a workplace		
2.2 list the main risks in the workplace		
2.3 contribute to a risk assessment		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Know what responsibilities people have for safety in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 identify the person responsible for health and safety in the workplace		
3.2 identify own behaviour for safe practice in the workplace		
3.3 identify own responsibility for reporting hazards in the workplace		
3.4 identify steps to be followed in the case of:		
a. Fire		
b. Accident		
c. Emergency		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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## Unit 316

## Building working relationships in the workplace

2 credits

### 1. Outcome 1 Understand why it is important to interact positively with people in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify different people an employee needs to interact positively within the workplace		
1.2 give a reason why an employee needs to interact positively with colleagues		
1.3 give a reason why an employee needs to interact positively with visitors to the workplace		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand the meaning of the term diversity

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 state what is meant by the term diversity		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Be able to interact productively with people in the workplace

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 use appropriate language and tone when communicating with people in the workplace						
3.2 perform own role to agreed instructions						
3.3 state why it is important to check instructions						
3.4 seek help and guidance when appropriate						
3.5 seek feedback						
3.6 respond to feedback						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 317

## Rights, responsibilities and citizenship

3 credits

### 1. Outcome 1 Understand individual rights and responsibilities

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 give an example of a right		
1.2 give an example of a responsibility		
1.3 identify a relevant individual right		
1.4 identify sources of support or information about rights and responsibilities		
1.5 describe a personal responsibility		
1.6 describe a responsibility that an individual has to others		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

### 2. Outcome 2 Understand rights and responsibilities of a citizen

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 give an example of citizen's rights and responsibilities as a:		
a. consumer		
b. member of a local community		
c. member of society		
2.2 state how a citizen's rights are protected		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

### 3. Outcome 3 Understand aspects of rules and laws

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 give a reason why society needs rules		
3.2 give an example of a law and how it is enforced		
Type of evidence ➔		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 4. Outcome 4 Know different types of elections

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
4.1 list different types of elections that an individual can vote in		
4.2 identify who can vote in a general election		
Type of evidence ➔		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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## Unit 318

## Investigating rights and responsibilities at work

1 credit

### 1. Outcome 1 Understand rights and responsibilities in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify employee rights in the workplace		
1.2 identify employee responsibilities in the workplace		
1.3 identify employer responsibilities in the workplace		
1.4 state why the rights of others should be respected		
1.5 identify sources of help within the workplace		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

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## Unit 319

## Self assessment and development

2 credits

### 1. Outcome 1 Be able to recognise current situation

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 state positive aspects of current situation						
1.2 state negative aspects of current situation						
1.3 identify aspects of current situation are outside of own control						
1.4 identify aspects of current situation that can be changed						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Be able to identify own strengths

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 identify own skills and qualities						
2.2 identify situations where confidence is high						
2.3 give an example of a personal achievement						
2.4 give examples of hobbies and interests						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 3. Outcome 3 Be able to identify own aspirations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 state the meaning of aspiration						
3.2 give an example of an aspiration for personal life						
3.3 give an example of an aspiration for work life						
3.4 reflect on how realistic aspirations are						
3.5 identify an action that needs to be taken to realise an aspiration						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 321

## Working as part of a team

3 credits

### 1. Outcome 1 Working as part of a team

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 state what is meant by the term team		
1.2 list different types of team		
1.3 give an example of a successful team		
1.4 list different roles in a team		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand the benefits of team working

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 list the factors that make an effective team		
2.2 list benefits of effective teamwork		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Understand how to work towards a team task

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 identify the task of the team		
3.2 plan the team task		
3.3 identify own role in achieving the team task		
3.4 identify others role in achieving the team task		
3.5 list the support and resources needed to help work towards the team task		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

#### 4. Outcome 4 Be able to follow the plan

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 follow plan						
4.2 suggest an improvement to the plan						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 323

## Undertaking work placement

3 credits

### 1. Outcome 1 Be able to identify potential work placement opportunities

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 identify own skills and interests						
1.2 identify work placement opportunities which match own skills and interests						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Know what is expected during the work placement

Assessment criteria (Knowledge)	Portfolio reference	
The learner can:		
2.1 identify appropriate behaviours and attitudes for the work placement		
2.2 identify the route and means of transport to take to attend the work placement on time		
2.3 identify different tasks to be performed during the work placement		
2.4 identify appropriate sources of support during the work placement		
2.5 identify a desired outcome of the work placement		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Be able to reflect on the experience of the work placement

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify what went well during the work placement						
3.2 identify what did not go well during the work placement						
3.3 identify what was learned about the job role and their work placement						
3.4 identify what was learned about personal qualities during the work placement						
3.5 identify how to build on the work placement experience						
Type of evidence →						
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## Unit 406

## Applying for a job

2 credits

### 1. Outcome 1 Understand different methods of applying for jobs

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 describe different methods of applying for a job		
1.2 describe when different methods of applying for a job are used		
1.3 describe how to apply for a job online		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Be able to complete a job application

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify the information needed to prepare a job application		
2.2 describe formats and styles of presenting information in a job application		
2.3 assemble the relevant information for a job application		
2.4 prepare a curriculum vitae		
2.5 present the information for a job application in different formats		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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## Unit 407

## Interview skills

3 credits

### 1. Outcome 1 Know how to prepare for an interview

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 research		
a. the company		
b. its values		
c. its impact on the community		
d. the job role		
1.2 prepare answers to a given set of questions that are likely to be asked in the interview		
1.3 prepare questions to ask in the interview based on research		
1.4 describe different interview techniques		
1.5 describe how to seek clarity from the interviewer about questions asked		
1.6 collate any documents that may be asked for at interview		
1.7 describe the route and means of transport to take to attend the interview on time		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

### 2. Outcome 2 Be able to present and perform well at an interview

Assessment criteria (Performance) The learner can:	Evidence date					
Portfolio reference						
2.1 dress appropriately and display good personal hygiene for the interview						
2.2 use appropriate means of non-verbal communication such as body language and facial expressions during the interview						
2.3 take part in a group interview activity						
2.4 give clear, straightforward answers to the questions asked						
2.5 prepare a short presentation for use at an interview						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

### 3. Outcome 3 Be able to review own performance at an interview

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 describe aspects of the interview that went well						
3.2 describe one aspect of the interview that did not go well						
3.3 plan actions to improve performance at future interviews						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 408

## Searching for a job

2 credits

### 1. Outcome 1 Be able to research job opportunities

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 describe different resources available to find out about job information						
1.2 describe the roles and functions of organisations providing employment services						
1.3 use resources to research job opportunities						
1.4 describe how to sign up to different organisations' job alert systems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Be able identify suitable job vacancies

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 list the key elements of job adverts						
2.2 extract relevant information from job adverts						
2.3 match personal skills and requirements to job vacancies						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 409 Career progression

2 credits

### 1. Outcome 1 Understand the importance of career progression

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 explain the importance of career progression		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand information, advice and guidance available for career progression

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify sources of career progression information, advice and guidance		
2.2 identify different career, course and training options from available sources of information, advice and guidance		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Understand skills and qualities needed to progress a career

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 list transferable skills, qualities and experience required to develop a career		
3.2 review own transferable skills, qualities and experience		
3.3 identify areas of work or study that might be best suited to own transferable skills, qualities or experience		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

#### 4. Outcome 4 Be able to plan for career progression

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 identify short-term goals that will help with career progression						
4.2 develop a career progression plan						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 410

## Enterprise activity - producing a product or service

3 credits

### 1. Outcome 1 Be able to plan to produce a product or provide a service

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 select a product or service to sell						
1.2 identify who the product or service is for						
1.3 identify when and where to sell the product or service						
1.4 identify what needs to be done to produce the product or provide the service						
1.5 list the equipment and materials needed to produce the product or provide the service						
1.6 give examples of the possible health and safety hazards of the chosen activity						
1.7 state the cost of producing the product or providing the service						
1.8 decide the price and profit						
1.9 identify where to get the resources to produce the product or provide the service						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Be able to produce a product or provide a service

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 collect the materials needed to produce the product or provide the service						
2.2 produce the product or provide the service safely						
2.3 make sure the product or service is safe						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 3. Outcome 3 Be able to advertise a product or service

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify methods of advertising a product or service						
3.2 advertise the product or service						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 4. Outcome 4 Be able to review an enterprise activity

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 state aspects of the activity that went well						
4.2 state one aspect of the enterprise activity that did not go well						
4.3 identify an improvement that could be made to the enterprise activity						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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# Unit 412      Healthy living

2 credits

## 1. Outcome 1      Understand the importance of leading a healthy lifestyle

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 describe the key elements of a healthy lifestyle		
1.2 explain why a healthy lifestyle is important		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## 2. Outcome 2      Be able to contribute to own healthy lifestyle

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 review own lifestyle to identify areas of improvement		
2.2 set realistic goals for healthy lifestyle improvement		
2.3 plan activities to contribute towards own healthy lifestyle		
2.4 carry out activities which contribute to own healthy lifestyle		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## 3. Outcome 2      Review the activities undertaken to maintain a healthy lifestyle

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 review how activities have contributed to a healthier lifestyle		
3.2 state what went well		
3.3 state what did not go well		
3.4 identify how the activities have improved own lifestyle		
3.5 identify activities which could further improve a healthy lifestyle		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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# Unit 414 Safe learning in the workplace

4 credits

## 1. Outcome 1 Understand health and safety legislation for the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 explain why health and safety legislation is important in the workplace		
1.2 identify the health and safety laws that apply to different workplaces		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## 2. Outcome 2 Understand risks and hazards in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 define the term hazard in the workplace		
2.2 define the term risk in the workplace		
2.3 identify examples of hazards in different workplaces		
2.4 identify examples of risks in different workplaces		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## 3. Outcome 3 Know how to reduce risk in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 describe how aspects of personal behaviour can reduce risk in the workplace		
3.2 describe aspects of different workplace environments which could cause harm		
3.3 state the importance of using personal protective equipment (PPE) in the workplace		
3.4 state why risk assessment is important in reducing risk in the workplace		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

#### 4. Outcome 4 Be able to carry out a risk assessment

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 list possible risks and hazards in a specific workplace						
4.2 carry out a risk assessment						
4.3 describe the procedures for reporting risks and hazards in the workplace						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

#### 5. Outcome 5 Know what responsibilities people have for safety in the workplace

Assessment criteria (Knowledge)	Portfolio reference	
The learner can:		
5.1 describe the responsibilities of a health and safety representative in the workplace		
5.2 identify the benefits of having nominated first aiders in the workplace		
5.3 describe inappropriate and unsafe behaviour in the workplace		
5.4 detail the steps to be followed in the case of:		
a. Fire		
b. Accident		
c. Emergency		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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## Unit 415

## Keeping safe

3 credits

### 1. Outcome 1 Understand different types of risk to personal safety

<b>Assessment criteria (Knowledge)</b> <b>The learner can:</b>	<b>Portfolio reference</b>	
1.1 identify areas of risk in social situations		
1.2 Identify risks associated with alcohol		
1.3 identify risks associated with drugs		
1.4 identify risks associated with sexual activity		
1.5 state risks involved when using social media		
1.6 state risks involved when using the Internet		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand ways of minimising risks to personal safety

<b>Assessment criteria (Knowledge)</b> <b>The learner can:</b>	<b>Portfolio reference</b>	
2.1 identify ways to minimise risks to different groups		
2.2 identify ways to minimise risks in social situations		
2.3 identify ways to keep identity and personal information safe		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Know sources of support

<b>Assessment criteria (Knowledge)</b> <b>The learner can:</b>		<b>Portfolio reference</b>	
3.1	identify different types of support available		
3.2	identify the situations when support is needed		
3.3	identify the different ways of accessing support		
3.4	explain the benefits of seeking support		
Type of evidence →			
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report			

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## Unit 416

## Building working relationships in the workplace

2 credits

### 1. Outcome 1 Understand why it is important to interact positively with people in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 give examples of different people an employee needs to interact positively with in the workplace		
1.2 explain why an employee needs to interact positively with colleagues		
1.3 explain why an employee needs to interact positively with visitors to the workplace		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

### 2. Outcome 2 Understand the meaning of the term diversity

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 state what is meant by the term diversity		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

### 3. Outcome 3 Be able to interact productively with people in the workplace

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 use appropriate language and tone when communicating with people in the workplace						
3.2 perform own role to agreed expectations						
3.3 seek help and guidance when appropriate						
3.4 seek feedback						
3.5 develop a plan for improvement based on feedback received						
3.6 implement improvement plan						
3.7 review improvement plan						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 417

## Rights, responsibilities and citizenship

3 credits

### 1. Outcome 1 Understand individual rights and responsibilities

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 state the differences between an individual's rights and responsibilities		
1.2 give examples of barriers which may prevent the exercise of individual rights		
1.3 identify sources of support and information about rights and responsibilities		
1.4 state how sources of support and information can help with understanding rights and responsibilities		
1.5 state why an individual has a responsibility to others		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand rights and responsibilities of a citizen

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 describe a citizen's rights and responsibilities as a:		
a. consumer		
b. member of a local community		
c. member of society		
2.2 explain how a citizen's rights are protected		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Understand aspects of rules and laws

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 state different types of laws		
3.2 state different types of rules		
3.3 state the difference between laws and rules		
3.4 state why society needs laws and rules		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 4. Outcome 4 Know different types of elections

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 describe different electoral systems						
4.2 state why it is important to vote						
4.3 identify when an individual is eligible to vote						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 418

## Investigating rights and responsibilities at work

2 credits

### 1. Outcome 1 Understand rights and responsibilities in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 explain the difference between rights and responsibilities		
1.2 give examples of employee rights in the workplace		
1.3 give examples of employee responsibilities in the workplace		
1.4 give examples of employer responsibilities in the workplace		
1.5 explain why the rights of others should be respected		
1.6 describe how to access sources of help within the workplace		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Know laws that can protect the rights of employees

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify laws that can protect employees		
2.2 identify laws that can protect employers		
2.3 describe employer responsibilities with reference to		
a. fulfilling employment law		
b. health and safety		
c. human rights		
2.4 equal opportunities		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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## Unit 419

## Self-assessment and development

3 credits

### 1. Outcome 1 Be able to take an active role in self-assessment and self-development

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 review personal achievements						
1.2 describe personal strengths or abilities						
1.3 identify an area for self-development						
1.4 explain why this area is important for self-development						
1.5 agree a self-development goal						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Be able to develop a plan for self-development

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 prepare a plan for identified area of self-development						
2.2 list activities, milestones and timelines for self-development plan						
2.3 identify the support and resources needed to help work towards the agreed goal						
2.4 plan how to review progress towards achieving the agreed goal						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 3. Outcome 3 Be able to implement and review a plan for self-development

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 follow plan and review progress at regular intervals						
3.2 suggest improvements and amendments to the plan						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 4. Outcome 4 Be able to reflect on the effectiveness of the self-development plan

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 reflect on the overall effectiveness of the plan in helping to achieve the agreed goal						
4.2 describe what went well and what did not go well						
4.3 explain how self-development will continue in the future						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 420

## Coping with change

2 credits

### 1. Outcome 1 Be able to identify types of change

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 describe what is meant by planned change						
1.2 describe what is meant by unplanned change						
1.3 describe what is meant by progressive change						
1.4 identify the different stages within a change process						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Understand the impact of change

Assessment criteria (Knowledge)	Portfolio reference	
The learner can:		
2.1 describe the impact of change on an individual		
2.2 describe the impact of change on an organisation		
2.3 describe the impact of change on a community		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Understand ways of coping with change

Assessment criteria (Knowledge)	Portfolio reference	
The learner can:		
3.1 state ways in which an individual can adapt to change		
3.2 identify the resources available to help an individual cope with change		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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## Unit 421

## Working as part of a team

3 credits

### 1. Outcome 1 Understand why effective teamwork is important

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 describe what makes an effective team		
1.2 describe benefits of effective teamwork		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 2. Outcome 2 Understand team values and goals

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 list different types of team		
2.2 identify the values and goals of a team		
2.3 describe ways in which team members can work together effectively		
2.4 describe a method of avoiding conflict within a team		
2.5 identify methods of making team decisions		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Understand the roles people may take in a team

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 give examples of different roles		
3.2 identify the impact these roles have on the way a team works		
3.3 identify the impact these roles have on members of the team		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

#### 4. Outcome 4 Understand how to achieve a team goal

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
4.1 describe the overall goal of the team		
4.2 prepare a plan to achieve a team goal		
4.3 describe own role in achieving the goal		
4.4 describe others role in achieving the goal		
4.5 list activities, milestones and timelines		
4.6 identify the support and resources needed to help work towards the goal		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

#### 5. Outcome 5 Be able to implement and review the plan

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
5.1 follow plan and review progress at regular intervals						
5.2 suggest improvements and amendments to the plan						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

#### 6. Outcome 6 Be able to reflect on the effectiveness of the plan

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
6.1 reflect on the overall effectiveness of the plan in helping to achieve the agreed goal						
6.2 describe what went well and what did not go well						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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## Unit 422

## Interpersonal relationships

2 credits

### 1. Outcome 1 Understand interpersonal relationships

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 describe what is meant by the term interpersonal relationships		
1.2 explain the importance of developing positive interpersonal relationships		
1.3 describe the differences between interacting with individuals and interacting as part of a group		
1.4 describe qualities important in developing interpersonal relationships		
1.5 describe qualities important in developing group relationships		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

### 2. Outcome 2 Understand how to interact positively with others

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 describe the reasons for having boundaries when interacting with others		
2.2 give examples of boundaries in interpersonal relationships		
2.3 outline different ways of making decisions		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

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<b>IQA Signature:</b>	
<b>Date:</b>	

## Unit 423

## Undertaking work placement

3 credits

### 1. Outcome 1 Be able to identify potential work placement opportunities

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 identify own skills and interests						
1.2 describe own skills and interests that match work placement opportunities						
1.3 research the work placement company or organisation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### 2. Outcome 2 Know what is expected during the work placement

Assessment criteria (Knowledge)	Portfolio reference	
The learner can:		
2.1 describe different responsibilities of the role		
2.2 describe how the role fits within the work placement company or organisation		
2.3 describe appropriate behaviours and attitudes expected in the role		
2.4 identify the route and means of transport to take to attend the work placement on time		
2.5 describe how to use sources of support during the work placement		
2.6 describe skills and experiences likely to be achieved from work placement		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

### 3. Outcome 3 Be able to reflect on the experience of the work placement

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 produce evidence of tasks undertaken during work placement		
3.2 describe positive experiences during the work placement		
3.3 describe negative experiences during the work placement		
3.4 describe new skills and experiences gained from the work placement		
3.5 reflect on how the work placement experience can inform career progression		
3.6 set goals to build on the work placement experience		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	

## Unit 424

## Managing time in the workplace

2 credits

### 1. Outcome 1 Understand time management

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 give a definition of time management		
1.2 describe the benefits of time management		
1.3 identify ways to effectively manage time		
1.4 identify how other people manage their time		
1.5 identify factors that can impact time management		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

### 2. Outcome 2 Be able to manage time effectively

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 plan and prioritise own workload to manage time effectively		
2.2 identify the benefits of taking appropriate breaks during the working day		
2.3 notify an appropriate person if tasks/objectives cannot be achieved		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

### 3. Outcome 2 Review own time management skills

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 carry out a review of own performance		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IQA Name:</b>	
<b>IQA Signature:</b>	
<b>Date:</b>	

## Appendix 1      Summary of City & Guilds assessment policies

### Health and Safety

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds Quality Consultants check this when they visit assessment centres.

### Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website **[www.cityandguilds.com](http://www.cityandguilds.com)**, City & Guilds Customer Relations Team or your centre.

### Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website **[www.cityandguilds.com](http://www.cityandguilds.com)**, from the City & Guilds Customer Relations Team or your centre.

### Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website **[www.cityandguilds.com](http://www.cityandguilds.com)** or is available from the City & Guilds Customer Relations Team or your centre.



## Useful contacts

<b>UK learners</b> <b>General qualification information</b>	<b>T: +44 (0)844 543 0033</b> <b>E: <a href="mailto:learnersupport@cityandguilds.com">learnersupport@cityandguilds.com</a></b>
<b>International learners</b> General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: <b><a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a></b>
<b>Centres</b> Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: <b><a href="mailto:centresupport@cityandguilds.com">centresupport@cityandguilds.com</a></b>
<b>Single subject qualifications</b> Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: <b><a href="mailto:singlesubjects@cityandguilds.com">singlesubjects@cityandguilds.com</a></b>
<b>International awards</b> Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: <b><a href="mailto:intops@cityandguilds.com">intops@cityandguilds.com</a></b>
<b>Walled Garden</b> Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: <b><a href="mailto:walledgarden@cityandguilds.com">walledgarden@cityandguilds.com</a></b>
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<b>Publications</b> Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

**If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email:**  
**[feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)**

**Published by City & Guilds**  
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