



Qualification Specification for:

OCN NI Level 1 Award in Progression to Employment

➤ Qualification No: 601/7433/X

Qualification Regulation Information

OCN NI Level 1 Award in Progression to Employment

Qualification Number: 601/7433/X

Operational start date: 01 September 2015

Operational end date: 31 December 2027

Certification end date: 31 December 2028

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification. The certification end date is the last date by which learners can complete the qualification and claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

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Foreword

This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualification:

→ **OCN NI Level 1 Award in Progression to Employment**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Unit details
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at www.ocnni.org.uk

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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About Regulation

OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1st October 2015: the RQF provides a single framework for all regulated qualifications.

Qualification Level

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

Qualification Summary

Sector Subject Area

14.2 Preparation for work

Qualification Aim and Objective

The OCN NI Level 1 Award in Progression to Employment has been designed to provide learners with the skills that are most important to employers in the workplace. It will help ensure that learners develop and achieve generic, transferable skills that employers look for and consider when recruiting staff.

Grading

Grading for this qualification is pass/fail.

Qualification Target Group

The qualification provides an opportunity for learners preparing to enter employment for the first time or are currently unemployed and seeking to improve their employability for a return to work.

Progression Opportunities

OCN NI Level 1 Award in Progression to Employment enables progression to the workplace or further study.

Entry Requirements

There are no formal restrictions on entry for this qualification however learners should be at least 14 years old.

Qualification Support

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

Delivery Languages

This qualification is available in English only at this time. If you wish to offer this qualification in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

Centre Requirements for Delivering the Qualification

Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

*Note: A person cannot be an internal verifier for their own assessments.

Tutors

Tutors delivering the qualification should be occupationally competent and qualified to at least one level higher than the qualification and have a minimum of one year's relevant experience.

Assessors

The qualification is assessed within the centre and is subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

Assessors must:

- be occupationally competent to at least one level higher than the qualification
- have a minimum of one year's experience in the area they are assessing
- have direct or related relevant experience in assessment
- assess all assessment tasks and activities

Internal Verification

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualifications.

Internal Verifiers must:

- have at least one year's occupational experience in the areas they are internally verifying
- attend OCN NI's internal verifier training if not already completed

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

Structure and Content

The table on the following page summarises the structure of this qualification.

OCN NI Level 1 Award in Progression to Employment

In order to achieve the qualification learners must complete a total of **any 3 credits** from the following units:

Total Qualification Time (TQT) for this qualification: 30 hours

Guided Learning Hours (GLH) for this qualification: 27 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	Level
T/507/7418	CBC828	Applying for Work	30	3	One
J/507/7424	CBC829	Budgeting and Money Management	10	1	One
D/507/7428	CBC830	Developing Skills in Oral Presentation	10	1	One
L/507/7425	CBC831	Diversity in the Workplace	10	1	One
R/507/7426	CBC832	Exploring Enterprise	30	3	One
R/506/5700	CBA142	Rights and Responsibilities for the Individual	10	1	One
J/506/5709	CBA149	Skills for Decision Making	30	3	One
R/506/5714	CBA153	Teamwork Skills in Practice	30	3	One
K/506/5718	CBA158	Promoting Self-Improvement	10	1	One
K/506/5721	CBA161	Health and Safety in Practice	10	1	One
D/506/2363	CAZ722	Time Management Skills	30	3	One
A/507/7422	CBC833	ICT Skills	30	3	One
A/507/7419	CBC834	Interview Skills	20	2	One
F/507/7423	CBC835	Introduction to Customer Care	20	2	One
T/507/7421	CBC836	Leadership Skills	20	2	One

M/507/7420	CBC837	Personal Presentation at Work	10	1	One
Y/507/7427	CBC838	Planning and Reviewing Progress	20	2	One
M/507/7417	CBC839	Preparing for Work Experience	20	2	One

Units

Title	Applying for Work	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBC828	
Unit Reference No	T/507/7418	
<i>Unit purpose and aim(s):</i> This unit enables the learner to recognise different ways of applying for jobs and be able to produce a CV, covering letter and job application form.		
Learning Outcomes		Assessment Criteria
1. Understand different ways of applying for jobs.	1.1. Outline different ways of applying for jobs and the relevant information required for each.	
2. Be able to prepare a job application.	2.1. Complete a range of job application forms including at least one online. 2.2. Produce a clearly structured and accurate curriculum vitae (CV). 2.3. Produce a covering letter to accompany a job application.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Budgeting and Money Management	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBC829	
Unit Reference No	J/507/7424	
<i>Unit purpose and aim(s):</i> This unit will enable learners to develop basic skills in dealing with income and expenditure and understand the use of personal budgets.		
Learning Outcomes		Assessment Criteria
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 Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Developing Skills in Oral Presentation	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBC830	
Unit Reference No	D/507/7428	
<i>Unit purpose and aim(s):</i> This unit will enable learners to plan, give and review oral presentations.		
Learning Outcomes		Assessment Criteria
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.	
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 Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Diversity in the Workplace	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBC831	
Unit Reference No	L/507/7425	
<i>Unit purpose and aim(s):</i> This unit will enable learners to appreciate the importance of respecting diversity in the workplace.		
Learning Outcomes		Assessment Criteria
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.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Exploring Enterprise	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBC832	
Unit Reference No	R/507/7426	
<i>Unit purpose and aim(s):</i> This unit will enable learners to develop basic skills in enterprise.		
Learning Outcomes		Assessment Criteria
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.	
4. Plan, monitor and review the enterprise project.	4.1. Devise an action plan that identifies and lists each stage of the enterprise project, giving a target time/date for their completion. 4.2. Review and revise the action plan at each stage of the enterprise project stating new target times/dates for their completion. 4.3. State what worked well and what could be improved.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Rights and Responsibilities for the Individual	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBA142	
Unit Reference No	R/506/5700	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to gain an understanding of rights and responsibilities.		
Learning Outcomes		Assessment Criteria
1. Understand rights and responsibilities for an individual.	1.1. Give examples of rights and responsibilities for an individual. 1.2. Outline own individual rights and responsibilities. 1.3. Outline sources of support or information about rights and responsibilities.	
2. Know how individuals can influence decisions.	2.1. Outline how individuals can influence the decisions affecting communities and the environment.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Skills for Decision Making	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA149	
Unit Reference No	J/506/5709	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand decision making skills and situations that require assertiveness and self-control.		
Learning Outcomes		Assessment Criteria
1. Be able to make personal decisions and choices with confidence.	1.1. Outline own personal decisions and choices in a range of situations.	
2. Be aware of the rights and responsibilities of self and others within a group.	2.1. Outline own and others' rights and responsibilities in a group situation. 2.2. Demonstrate how to contribute to a discussion in a range of situations.	
3. Recognise how negotiation skills contribute to achieving a desired outcome.	3.1. Demonstrate how effective negotiation skills may be used to achieve a desired outcome.	
4. Be aware of the implications and benefits of self-control and assertiveness.	4.1. Identify situations in which self-control and/or assertiveness may be used to achieve the desired outcome. 4.2. Outline benefits of being assertive.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Teamwork Skills in Practice	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA153	
Unit Reference No	R/506/5714	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the different roles and responsibilities within a team and how to contribute to a team activity.		
Learning Outcomes		Assessment Criteria
1. Understand the different roles and responsibilities within a team.	1.1. Identify different roles and responsibilities within a team. 1.2. Identify own role and responsibilities within a team in a given situation.	
2. Be able to contribute to the setting of team and own goals.	2.1. Outline goals identified by the team and individually. 2.2. Carry out a team activity. 2.3. Demonstrate how to communicate appropriately within the team in a range of situations.	
3. Be aware of others' rights to communicate within a team.	3.1. Outline why it is important to allow others to express their view/responses without interruption.	
4. Recognise the importance of co-operation within a team.	4.1. Outline a range of situations when co-operation is necessary to achieve a team goal.	
5. Be able to review team performance.	5.1. Identify skills brought to a team activity by: a) self b) others 5.2. Assess what was successful within the activity and what could be done differently.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Promoting Self-Improvement	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBA158	
Unit Reference No	K/506/5718	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to recognise own strengths and weaknesses and how to set personal objectives for self-improvement.		
Learning Outcomes		Assessment Criteria
1. Recognise own strengths and weaknesses.	1.1. Identify personal strengths and weaknesses.	
2. Recognise skills that promote self-improvement.	2.1. Identify skills that promote self-improvement. 2.2. State how these could be used in the future. 2.3. Outline how to make positive choices to promote self-improvement.	
3. Know how to set personal objectives.	3.1. Identify and record personal short-term goals. 3.2. Produce an action plan for achieving these goals.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Health and Safety in Practice	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBA161	
Unit Reference No	K/506/5721	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to gain knowledge of health and safety requirements, procedures and equipment in a practical environment.		
Learning Outcomes		Assessment Criteria
1. Know about health and safety requirements, procedures and equipment in a practical environment.	1.1. Outline aspects of key current Health and Safety requirements to include the following: a) Health and Safety at Work Act b) Control of Substances Hazardous to Health Regulations 1.2. Outline the correct procedures for reporting accidents and potential hazards. 1.3. Identify the correct response to two emergency situations. 1.4. State the location of a range of emergency equipment.	
2. Be able to follow and manage 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 a range of situations. 2.3. Select and use appropriate equipment and/or techniques when carrying out a given task.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Time Management Skills	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CAZ722	
Unit Reference No	D/506/2363	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand time management skills and how to implement effective time management in own life in order to reduce stress.		
Learning Outcomes	Assessment Criteria	
1. Understand own time management.	1.1. List the hours spent over a period of time on the following activities: a) sleeping b) eating c) working d) studying e) socialising 1.2. Give two examples of activities for each of the following: a) productive time b) maintenance time.	
2. Understand time management skills.	2.1. Outline what is meant by time management. 2.2. Identify how time management skills can be used in daily life.	
3. Understand how time management may reduce stress.	3.1. Give two examples of physical and emotional symptoms of stress. 3.2. Identify how time management can help reduce stress. 3.3. Outline a plan of own time to reduce stress.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	ICT Skills	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBC833	
Unit Reference No	A/507/7422	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to gain a knowledge of the main components of an ICT system. Learners will be asked to use a software application package and access the internet and email.		
Learning Outcomes		Assessment Criteria
1. Recognise the main components of an ICT system.	1.1. Outline the main components of an ICT system.	
2. Enter, edit and combine text and other information accurately.	2.1. Enter text and other information accurately. 2.2. Combine information of different types or from different sources into one document. 2.3. Use editing tools to amend document content. 2.4. Store and retrieve document files securely.	
3. Select and use IT to communicate and exchange information.	3.1. Create, access, read and respond appropriately to e-mail and other IT-based communication.	
4. Access, search for, select and use internet based information.	4.1. Access, navigate and search internet sources of information effectively. 4.2. Use appropriate search techniques to locate and select relevant information.	
5. Be aware of the benefits of using social media.	5.1. Outline the benefits and risks of using social media. 5.2. State the major social media channels and reasons for using each. 5.3. Identify benefits associated with using social media for a business.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Interview Skills	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBC834	
Unit Reference No	A/507/7419	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to prepare for and participate in a job interview and review own performance.		
Learning Outcomes	Assessment Criteria	
1. Be able to prepare for a job interview.	1.1. Prepare for a job interview to include research of the following: a) selected company b) selected job role 1.2. Identify a range of possible interview questions and suitable responses. 1.3. Outline why it is important to dress appropriately for an interview. 1.4. Outline a range of own questions to find out more about the job role.	
2. Take part in a job interview.	2.1. Take part in a mock job interview demonstrating: a) Use of appropriate verbal and non-verbal skills b) effective communication skills when answering and asking questions c) appropriate interview etiquette	
3. Know how to review own performance at a job interview.	3.1. Review own performance at a job interview identifying strengths and areas for improvement.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Oral examination	An assessor poses questions to the learner in spoken form. The learner has to answer the question in such a way as to demonstrate sufficient knowledge of the subject in order to pass the exam	Tutor notes / record Audio/video record Record of observation

Title	Introduction to Customer Care	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBC835	
Unit Reference No	F/507/7423	
<i>Unit purpose and aim(s):</i> This unit will enable learners to develop basic skills in customer care.		
Learning Outcomes		Assessment Criteria
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 Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Leadership Skills	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBC836	
Unit Reference No	T/507/7421	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop a knowledge of different leadership styles. The learner will also be required to lead a simulated team activity and review own performance.		
Learning Outcomes		Assessment Criteria
1. Be aware of different leadership styles.	1.1. Outline different leadership styles including their advantages and disadvantages.	
2. Be able to assess own skills and qualities as a team leader.	2.1. Outline the skills and qualities required to be an effective team leader. 2.2. Compare own leadership skills and qualities with those of an effective team leader.	
3. Use a team activity to develop leadership skills.	3.1. Demonstrate leadership skills within a chosen activity. 3.2. Review own performance as a team leader identifying areas for improvement.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

Title	Personal Presentation at Work	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBC837	
Unit Reference No	M/507/7420	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance and value of appropriate personal presentation at work.		
Learning Outcomes	Assessment Criteria	
1. Understand the importance of appropriate personal presentation at work.	1.1. Outline the importance of appropriate personal presentation at work including benefits to employer and employee. 1.2. Outline types of clothing suitable for different work settings. 1.3. Identify the possible effects of poor personal presentation at work.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Planning and Reviewing Progress	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBC838	
Unit Reference No	Y/507/7427	
<i>Unit purpose and aim(s):</i> This unit will enable learners to be able to plan, follow and review meeting targets in order to improve performance.		
Learning Outcomes	Assessment Criteria	
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 Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Preparing for Work Experience	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBC839	
Unit Reference No	M/507/7417	
<i>Unit purpose and aim(s):</i> This unit will enable learners to prepare for a work experience environment.		
Learning Outcomes	Assessment Criteria	
1. Understand the structure and purpose of chosen organisation.	1.1. State the structure and purpose of chosen organisation.	
2. Understand own role within organisation.	2.1. Outline chosen role and associated responsibilities and limitations. 2.2. Identify individuals within chosen organisation who may be contacted for support and guidance.	
3. Understand health and safety requirements.	3.1. Outline the health and safety requirements relating to chosen work experience.	
4. Understand organisation's expectations during work experience.	4.1. Outline chosen organisation's expectations regarding the following: a) personal presentation b) behaviour c) punctuality	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Quality Assurance of Centre Performance

External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualifications and to assure OCN NI of the maintenance of the integrity of the qualifications.

The External Verifier will review the delivery and assessment of the qualifications. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

Administration

Registration

A centre must register learners within 20 working days of commencement of a qualification.

Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

OCN NI Level 1 Award in Progression to Employment Qualification Number: 601/7433/X

Operational start date: 01 September 2015
Operation end date: 31 December 2027
Certification end date: 31 December 2028

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