Qualification Specification for:

OCN NI Level 2 Award in Employability Skills
➢ **Qualification No: 603/4359/X**

OCN NI Level 2 Certificate in Employability Skills
➢ **Qualification No: 603/4360/6**

Qualification Regulation Information

Qualification Title:	OCN NI Level 2 Award in Employability Skills
Qualification Number:	603/4359/X

Qualification Title:	OCN NI Level 2 Certificate in Employability Skills
Qualification Number:	603/4360/6

Operational start date:	15 April 2019
Operational end date:	30 June 2029
Certification end date:	30 June 2031

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. Learners have up to the certificate end date to 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.

OCN NI Contact Details

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Foreword

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

→ **OCN NI Level 2 Award in Employability Skills**
→ **OCN NI Level 2 Certificate in Employability Skills**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- 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).

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Qualification Summary

Sector Subject Area
14.2   Preparation for work

Qualifications' Aim
These qualifications have been designed to provide learners with a range of employability skills that are key to preparing them for the workplace.

Qualifications' Objectives
The objectives of the qualifications are to assist learners in acquiring the skills, attributes and behaviours that are needed to enter and succeed in the world of work.

The qualifications provide flexibility and choice in the delivery of units, providing learners with the opportunity to gain skills and knowledge in the areas most relevant to them.

Progression
The OCN NI Level 2 Award in Employability Skills allows for progression to the OCN NI Level 2 Certificate in Employability Skills. The qualifications also allow progression to the OCN NI Level 3 qualifications in Employability and Professional Development Skills and/or into employment.

NI Entitlement Framework
OCN NI has a wide range of vocational and technical qualifications available to offer in schools through the Entitlement Framework. The NIEFQAN file shows details of GCSE Guided Learning Hours (GLHs) size equivalences for level 1 and level 2 qualifications, and A-level Guided Learning Hours (GLH) size equivalences for qualifications at level 3.

The system is designed to enable schools to report their performance. The information on GLHs/size equivalency applies only to the allocation of school performance points.

It is not intended for use in relation to the equivalency of qualifications for employment and/or further/higher education purposes.

Grading
Grading for these qualifications is Pass/Fail.

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Qualification Target Group

These qualifications are targeted at individuals who are:

- in full-time or part-time education and/or training
- entering or seeking employment
- already in employment and wish to improve their employability and professional development skills

Entry Requirements

There are no formal entry requirements although learners should be at least 14 years of age on completion of the qualification and receive appropriate advice and guidance on the suitability of the qualification.

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

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

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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 qualifications should be occupationally competent and have a minimum of one year's relevant experience in this area.

Assessors
The qualifications are assessed within the centre and are 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 in the subject area
- 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

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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 qualification.

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

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

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Structure and Content

OCN NI Level 2 Award in Employability Skills

Learners must successfully complete a minimum of 3 credits from the optional units.

Total Qualification Time (TQT) for this qualification: 30 hours
 Minimum Guided Learning Hours (GLH) for this qualification: 24 hours

OCN NI Level 2 Certificate in Employability Skills

Learners must successfully complete a minimum of 15 credits from the optional units.

Total Qualification Time (TQT) for this qualification: 150 hours
Minimum Guided Learning Hours (GLH) for this qualification: 120 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	Level
H/650/0062	CBF556	Transitioning to Further Education: Mental Health and Well-being	10	1	Two
J/650/0027	CBF550	Transitioning to Higher Education: Mental Health and Well-being	10	1	Two
A/617/5473	CBE454	Producing a CV	10	1	Two
F/617/5474	CBE455	Searching for Employment Opportunities	10	1	Two
J/617/5475	CBE456	Interview Skills	20	2	Two
L/617/5476	CBE457	Applying for Work	20	2	Two
Y/617/5478	CBE458	Workplace Induction	10	1	Two
D/617/5479	CBE459	Workplace Communication	20	2	Two
R/617/5480	CBE460	Workplace Relationships	30	3	Two
Y/617/5481	CBE461	Customer Care	30	3	Two
D/617/5482	CBE462	Effective Meeting Skills	30	3	Two
H/617/5483	CBE463	Enterprise Skills	40	4	Two
K/617/5484	CBE464	Leadership Skills	20	2	Two

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M/617/5485	CBE465	Personal Money Management	20	2	Two
T/617/5486	CBE466	Problem Solving in the Workplace	30	3	Two
F/617/5488	CBE467	Teamwork Skills	30	3	Two
J/617/5489	CBE468	Workplace Motivation and Behaviour	10	1	Two
A/617/5490	CBE469	Mental Health, Well-being and Building Resilience	30	3	Two
F/617/5491	CBE470	Oral Presentation Skills	30	3	Two
J/617/5492	CBE471	Workplace Discrimination	10	1	Two
L/617/5493	CBE472	Improving Own Performance	20	2	Two
R/617/5494	CBE473	Personal Presentation in the Workplace	10	1	Two
Y/617/5495	CBE474	Planning and Promoting Self Development	30	3	Two
D/617/5496	CBE475	Understanding Structures in the Workplace	30	3	Two
H/617/5497	CBE476	Understanding Change in the Workplace	20	2	Two
K/617/5498	CBE477	Using Social Media in the Workplace	20	2	Two
M/617/5499	CBE478	Assertiveness in the Workplace	10	1	Two
Y/617/5500	CBE479	Effective and Safe Use of Online Communication Technologies in the Workplace	20	2	Two
T/617/5505	CBE480	Employment Contracts and Legislation	20	2	Two
D/617/5501	CBE481	Work Experience	30	3	Two
H/617/5502	CBE482	Health and Safety in a Working Environment	30	3	Two
K/617/5503	CBE483	Undertaking Unpaid Work Opportunities	30	3	Two

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Unit Details

Title	Transitioning to Further Education: Mental Health and Well-being
Level	Two
Credit Value	1
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBF556
Unit Reference No	H/650/0062

Unit purpose and aim(s): This unit will enable the learner to understand factors that may impact adversely on own mental health and well-being when transitioning to further education (FE) and methods or techniques that can be used to improve own mental health and well-being.

Learning Outcomes	Assessment Criteria
1. Understand what is meant by good mental health and well-being.	1.1. Describe using examples what is meant by good mental health and well-being.
2. Be aware of factors that may impact adversely on mental health and well-being when transitioning to further education (FE).	2.1. Describe using examples three internal and three external factors may impact adversely on own mental health and well-being when transitioning to FE.
3. Know how to improve mental health and well-being when transitioning to FE.	3.1. Describe at least four methods or techniques that may be used to improve own mental health and well-being when transitioning to FE.

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
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

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Title	Transitioning to Higher Education: Mental Health and Well-being
Level	Two
Credit Value	1
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBF550
Unit Reference No	J/650/0027

Unit purpose and aim(s): This unit will enable the learner to understand factors that may impact adversely on own mental health and well-being when transitioning to higher education (HE) and methods or techniques that can be used to improve own mental health and well-being.

Learning Outcomes	Assessment Criteria
1. Understand what is meant by good mental health and well-being.	1.1. Summarise using examples what is meant by good mental health and well-being.
2. Understand factors that may impact adversely on mental health and well-being when transitioning to higher education (HE).	2.1. Describe using examples three internal and three external factors may impact adversely on own mental health and well-being when transitioning to HE.
3. Understand how to improve mental health and well-being when transitioning to HE.	3.1. Describe at least four methods or techniques that may be used to improve own mental health and well-being when transitioning to HE.

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
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

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Title	Producing a CV
Level	Two
Credit Value	1
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBE454
Unit Reference No	A/617/5473

Unit purpose and aim(s): This unit will enable the learner to know the type of information required and be able to produce an effective and engaging Curriculum Vitae (CV).

Learning Outcomes	Assessment Criteria
1. Know the type of information included in a CV.	1.1. Summarise relevant information in a CV including the use of appropriate referees.
2. Be able to produce an effective and engaging CV.	2.1. Summarise the characteristics of an effective and engaging CV including: a) layout / format b) content 2.2. Identify what to avoid when producing a CV. 2.3. Produce an engaging and effective CV using accurate and current information.

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 practice 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

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Title	Searching for Employment Opportunities
Level	Two
Credit Value	1
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBE455
Unit Reference No	F/617/5474

Unit purpose and aim(s): The unit will enable the learner to be aware of the different types of employment and know how to search for job opportunities appropriate to own skills and experience.

Learning Outcomes	Assessment Criteria
1. Be aware of the different types of employment.	1.1. Compare the advantages and disadvantages of the following types of employment: a) paid b) unpaid c) self-employed
2. Know how to search for job opportunities appropriate to own skills and experience.	2.1. Identify at least three different sources of job opportunities and illustrate how these can be accessed. 2.2. Describe how own skills and experience meet the requirements of one of the job opportunities identified.

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 practice 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

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Title	Interview Skills
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE456
Unit Reference No	J/617/5475

Unit purpose and aim(s): This unit will enable the learner to develop skills to help prepare for and participate in interviews.

Learning Outcomes	Assessment Criteria
1. Be able to prepare for an interview.	1.1. Summarise different ways interviews may be conducted. 1.2. Describe how to prepare for at least two interview situations, including techniques for dealing with anxiety and possible questions to ask. 1.3. Identify possible sources of information when preparing for an interview. 1.4. Identify possible interview activities, questions and appropriate responses. 1.5. Summarise the importance of making a good first impression and how this may be achieved.
2. Be able to conduct self in an interview situation.	2.1. Present and conduct self appropriately in an interview situation, using appropriate verbal and non-verbal skills. 2.2. Assess own performance against a standard interview marking scheme, respond to feedback and identify possible 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

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Title	Applying for Work
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE457
Unit Reference No	L/617/5476

Unit purpose and aim(s): This unit will enable the learner to develop skills in writing CVs, covering letters and completing application forms.

Learning Outcomes	Assessment Criteria
1. Recognise different ways of applying for jobs.	1.1. Describe the different ways of applying for jobs and what is involved in each approach.
2. Be able to produce a Curriculum Vitae (CV).	2.1. Produce a clearly structured and legible CV which includes relevant information and summarises own experience, qualities and skills. 2.2. Modify a CV for a specific purpose, including all relevant information.
3. Be able to write a covering letter.	3.1. Describe the range of information required in a covering letter to meet the needs and expectations of employers. 3.2. Produce a formal covering letter in an appropriate format. 3.3. Adapt the letter appropriately for both a direct and a speculative approach.

4. Be able to complete job application forms.	4.1. Summarise the type of information typically included in a job application.
	4.2. Describe own skills and experience relevant to the job specification and prepare draft text.
	4.3. Complete a job application using the following methods:
	  a) application form
	  b) online application
	4.4. Check the form for spelling, grammatical accuracy and appropriate sentence structures, amending where necessary.

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	Record of observation Learner notes/written work Learner log

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	and apply skills and knowledge	
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

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Title	Workplace Induction
Level	Two
Credit Value	1
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBE458
Unit Reference No	Y/617/5478

Unit purpose and aim(s): This unit will enable the learner to understand the induction process and how to make a good first impression.

Learning Outcomes	Assessment Criteria
1. Understand workplace induction.	1.1. Define what is meant by the term workplace induction. 1.2. Summarise at least three reasons why inductions are important for employees and employers. 1.3. Outline the possible features of an induction process.
2. Be aware of the content of a workplace induction program.	2.1. Summarise at least three policies or procedures an organisation would discuss during workplace induction.
3. Understand how to make a good first impression during the induction process.	3.1. Describe why first impressions are important at work. 3.2. Summarise ways to leave a first good impression to management and colleagues.

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
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Title	Workplace Communication
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE459
Unit Reference No	D/617/5479

Unit purpose and aim(s): This unit will focus on the development of essential communication skills for the workplace including positive verbal and non-verbal communication and written skills.

Learning Outcomes	Assessment Criteria
1. Understand the importance of positive verbal and non-verbal interaction in the workplace.	1.1. Describe the importance and benefits of positive verbal communication with both colleagues in the workplace and customers/clients. 1.2. Describe what is meant by non-verbal communication and its importance in face-to-face interaction. 1.3. Describe the importance of clarity, tone and manner when communicating with others.
2. Be able to demonstrate positive verbal and non-verbal interaction.	2.1. Demonstrate appropriate and inappropriate verbal communication with others including those who may hold differing opinions. 2.2. Demonstrate ways in which non-verbal communication can be used positively to support face-to-face communication.
3. Be able to produce positive written communications in the workplace.	3.1. Produce written business communications in at least two formats, using language and tone appropriate to the recipient and the formality of the situation.

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
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Title	Workplace Relationships
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE460
Unit Reference No	R/617/5480

Unit purpose and aim(s): This unit will enable the learner to gain an understanding of acceptable and unacceptable behaviours in the workplace, how to respond to those behaviours and how to deal with constructive criticism and conflict.

Learning Outcomes	Assessment Criteria
1. Understand acceptable boundaries to behaviour in the workplace.	1.1. Describe at least two examples of unacceptable behaviour and explain why they are unacceptable in the workplace. 1.2. Describe at least two examples of acceptable behaviour and explain why they are acceptable in the workplace.
2. Know how to recognise and respond to different behaviours.	2.1. Describe examples of aggressive, passive and assertive behaviour in workplace situations. 2.2. Describe the potential impact of these different behaviours on workplace relationships. 2.3. Demonstrate how to respond appropriately to examples of aggressive, passive and assertive behaviour in workplace situations.
3. Know how to give and respond to constructive criticism.	3.1. Describe what is meant by constructive criticism. 3.2. Demonstrate at least two feedback models and how these may be applied to criticise constructively in workplace situations. 3.3. Describe how constructive criticism can benefit an individual and contribute to their personal development and growth. 3.4. Demonstrate how to respond to constructive criticism in an open and non-defensive way.
4. Understand how conflict can be dealt with constructively in the workplace.	4.1. Demonstrate how to negotiate and achieve a win-win situation, using constructive behaviour, in examples of conflict situations in the workplace.

Assessment 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

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Title	Customer Care
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE461
Unit Reference No	Y/617/5481

Unit purpose and aim(s): This unit will provide an understanding of the importance of good customer care, what constitutes good practice, and how to obtain and act on customer feedback.

Learning Outcomes	Assessment Criteria
1. Understand the importance of good practice in customer care.	1.1. Summarise the key principles of good practice in customer care. 1.2. Describe the organisational benefits of good customer care. 1.3. Describe the possible consequences to an organisation of poor customer care.
2. Know how to communicate effectively with customers.	2.1. Describe appropriate methods and systems to communicate effectively with customers. 2.2. Demonstrate appropriate ways of communicating with customers verbally and non-verbally, face-to-face, by telephone and in written correspondence.
3. Understand the measures required to solve customer problems.	3.1. Describe best practice in dealing with customer complaints. 3.2. Describe common customer problems that may occur in a given workplace and how they may be addressed.
4. Understand the need to obtain and respond to customer feedback.	4.1. Identify the key reasons and methods for obtaining customer feedback. 4.2. Describe procedures for instigating change as a result of customer feedback. 4.3. Outline methods of evaluating changes made.

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

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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

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23

Title	Effective Meeting Skills
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE462
Unit Reference No	D/617/5482

Unit purpose and aim(s): This unit will introduce the learner to accepted meeting conventions and processes and to the skills and behaviours required to participate in and contribute to meetings effectively.

Learning Outcomes	Assessment Criteria
1. Be aware of the purposes and types of different meetings.	1.1. Describe at least three reasons and purposes for holding meetings. 1.2. Describe how meetings differ depending on their nature, purpose, size, the people involved and the organisational culture.
2. Understand meeting conventions, processes and roles.	2.1. Describe the importance of and conventions of the following meeting processes and procedures: a) agenda b) minutes c) briefing documents d) presentations 2.2. Describe the importance of taking notes and recording outcomes and decisions. 2.3. Describe responsibilities of the following roles: a) Chair b) Secretary c) Treasurer
3. Be able to participate in a meeting.	3.1. Illustrate acceptable and unacceptable behaviour during a meeting. 3.2. Demonstrate effective participation in a meeting including: a) making relevant contributions b) listening to others c) using appropriate communication styles

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

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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

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Title	Enterprise Skills
Level	Two
Credit Value	4
Guided Learning Hours (GLH)	32
OCN NI Unit Code	CBE463
Unit Reference No	H/617/5483

Unit purpose and aim(s): This unit will enable the learner to plan, implement and evaluate an enterprise activity.

Learning Outcomes	Assessment Criteria
1. Be able to identify a viable product or service to market and sell.	1.1. Describe the selected product or service and give reasons for choice. 1.2. Describe the target market for the product or service. 1.3. Describe the main competitors and assess risk.
2. Be able to plan an enterprise activity.	2.1. Develop an action plan to include each stage of the enterprise activity, resources, targets and potential risks. 2.2. Obtain feedback on plan and amend where appropriate.
3. Be able to implement and evaluate enterprise activity.	3.1. Implement and monitor the enterprise activity action plan. 3.2. Review enterprise activity against action plan objectives identifying possible areas for improvement. 3.3. Assess own role within the enterprise activity and identify skills and/or knowledge acquired and areas for own future development.

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

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Title	Leadership Skills
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE464
Unit Reference No	K/617/5484

Unit purpose and aim(s): This unit will enable the learner to understand the key characteristics and skills involved in being an effective leader.

Learning Outcomes	Assessment Criteria
1. Understand key characteristics of effective leadership.	1.1. Describe key characteristics and qualities of effective leadership and why they are important.
2. Understand the skills involved in effective leadership.	2.1. Illustrate the skills required for effective leadership. 2.2. Assess how own skills and qualities may match those required for leadership. 2.3. Describe the ways in which a leader motivates and organises a team. 2.4. Describe the role of communication skills in being an effective leader.

Assessment 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

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27

Title	Personal Money Management
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE465
Unit Reference No	M/617/5485

Unit purpose and aim(s): This unit will enable the learner to understand and record income and expenditure, the potential problems of a limited budget and the different financial services offered.

Learning Outcomes	Assessment Criteria
1. Understand what is meant by income and expenditure.	1.1. Identify items of personal income and expenditure. 1.2. Describe how these may be affected by changing circumstances.
2. Be able to record income and expenditure for a personal budget.	2.1. Record weekly and monthly income and expenditure in a clear format.
3. Be aware of the potential problems of coping on a limited budget and the impact of credit on personal finances.	3.1. Identify the potential problems of living on a restricted budget. 3.2. Compare the advantages and disadvantages of using credit, debit, store cards and other forms of credit.
4. Be aware of different financial services that banks and building societies offer.	4.1. Identify the differences between, and uses of: a) current accounts b) savings accounts c) mortgage loans d) other types of loans

Assessment 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

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Title	Problem Solving in the Workplace
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE466
Unit Reference No	T/617/5486

Unit purpose and aim(s): This unit will enable the learner to understand how to effectively solve problems in the workplace.

Learning Outcomes	Assessment Criteria
1. Understand the types of problems that may occur in a workplace.	1.1. Describe at least three common problems which may be encountered in the workplace and their causes. 1.2. Describe factors which might influence or limit solutions to a problem.
2. Understand potential sources of advice and support to inform workplace problem solving.	2.1. Identify potential sources of advice and support to inform problem solving.
3. Understand and apply the process of problem solving in the workplace.	3.1. Evaluate potential solutions to a given problem. 3.2. Select and implement an appropriate solution to the given problem assessing its impact.

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

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Title	Teamwork Skills
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE467
Unit Reference No	F/617/5488

Unit purpose and aim(s): This unit will enable the learner to understand effective teamwork skills and be able to work towards a team goal.

Learning Outcomes	Assessment Criteria
1. Understand the need for a team to agree a contract for working together.	1.1. Agree a group contract which identifies acceptable standards of behaviour. 1.2. Summarise the importance for all team members to adhere to the contract.
2. Understand how roles and responsibilities can be allocated within a team.	2.1. Negotiate team objectives and plan activities in relation to a specific task. 2.2. Discuss own and others' skills and strengths and allocate tasks accordingly.
3. Be able to work within a team towards a specific goal.	3.1. Carry out own role and responsibilities to the agreed standard, timeframe and within the group contract. 3.2. Provide and respond to any advice and/or criticism constructively.
4. Be able to assess the effectiveness of a team.	4.1. Reflect on own and other team members' contribution to the task. 4.2. Provide and receive appropriate feedback, identifying possible 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

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Title	Workplace Motivation and Behaviour
Level	Two
Credit Value	1
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBE468
Unit Reference No	J/617/5489

Unit purpose and aim(s): This unit will enable the learner to understand workplace motivation and the importance of punctuality, reliability and time management.

Learning Outcomes	Assessment Criteria
1. Understand workplace motivation.	1.1. Describe the importance of workplace motivation. 1.2. Outline at least three things that motivate people in the workplace. 1.3. Explain the impact of a lack of motivation in the workplace.
2. Understand the importance of punctuality, reliability and time management in the workplace.	2.1. Describe why punctuality, reliability and time management are important in the workplace and possible strategies for maintaining or improving them.

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

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Title	Mental Health, Well-being and Building Resilience
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE469
Unit Reference No	A/617/5490

Unit purpose and aim(s): This unit will enable the learner to understand mental health and well-being and be able to build resilience.

Learning Outcomes	Assessment Criteria
1. Understand what is meant by good mental health, well-being and resilience and influencing factors.	1.1. Summarise what is meant by good mental health, well-being and resilience and influencing factors.
2. Understand the link between emotions and well-being.	2.1. Describe three positive and three negative emotions and possible causes of each. 2.2. Describe how emotions may positively and negatively impact on well-being 2.3. Describe with examples how emotions may be managed to promote well-being 2.4. Describe what is meant by emotional resilience and how it may be developed
3. Understand the link between positive communication and good mental health, well-being and resilience.	3.1. Describe the link connecting positive communication between individuals and good mental health, well-being and resilience
4. Understand how to improve well-being and resilience.	4.1. Illustrate with examples how the following 5 ways to well-being may be used to improve well-being and resilience: a) connect b) keep Learning c) be Active d) take Notice e) give to others 4.2 Summarise at least three tools or techniques that may be used to improve well-being and resilience.
5. Be aware of mental health and well-being sources of advice and support.	5.1. Identify at least three sources of advice and support in local area for mental health and well-being.

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	Record of observation Learner notes/written work

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	the tutor or by learners, to enable learners to practise and apply skills and knowledge	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

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Title	Oral Presentation Skills
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE470
Unit Reference No	F/617/5491

Unit purpose and aim(s): This unit will enable the learner to plan, deliver and evaluate an oral presentation.

Learning Outcomes	Assessment Criteria
1. Be able to source information in order to plan a presentation.	1.1. Identify and locate different sources of information relevant to the topic of presentation. 1.2. Prepare a presentation plan.
2. Be able to deliver a structured presentation to an audience.	2.1. Deliver a presentation ensuring it is: a) clearly introduced b) logically presented c) explains key concepts d) supported with evidence e) concluded in an appropriate manner 2.2. Demonstrate effective communication with the audience including: a) speaking audibly using appropriate tone and register b) using appropriate pace c) using support materials and audio-visual aids when necessary d) listening and responding to questions
3. Know how to evaluate the presentation.	3.1. Evaluate the presentation identifying possible 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

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Title	Workplace Discrimination
Level	Two
Credit Value	1
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBE471
Unit Reference No	J/617/5492

Unit purpose and aim(s): This unit will enable the learner to understand how stereotyping may lead to discrimination and its impact within the workplace.

Learning Outcomes	Assessment Criteria
1. Know how stereotyping may lead to discrimination.	1.1. Describe with examples how stereotyping may lead to discrimination.
2. Understand the impact of discrimination within the workplace.	2.1. Describe how discrimination may adversely impact on workplace relationships.
	2.2. Describe how discrimination may manifest itself within workplaces and possible ways it may be avoided.

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

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Title	Improving Own Performance
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE472
Unit Reference No	L/617/5493

Unit purpose and aim(s): This unit will enable the learner to assess and improve own performance.

Learning Outcomes	Assessment Criteria
1. Be able to assess own performance.	1.1. Assess own work performance identifying areas for improvement.
2. Be able to create and implement an action plan to improve own performance.	2.1. Produce a plan to improve performance in at least two areas of work to include: a) short-term targets and actions b) long-term targets and actions c) workplace demands and obstacles d) management of time and other resources e) feedback 2.2. Review and revise the plan suggesting alternative ways to achieve targets where necessary.

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

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Title	Personal Presentation in the Workplace
Level	Two
Credit Value	1
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBE473
Unit Reference No	R/617/5494

Unit purpose and aim(s): This unit will enable the learner to be aware of appropriate standards for personal presentation in the workplace and understand the value of first impressions.

Learning Outcomes	Assessment Criteria
1. Be aware of appropriate workplace personal presentation.	1.1. Illustrate appropriate personal presentation for at least four workplaces including alignment with organisational image and health and safety considerations.
2. Understand the value of first impressions.	2.1. Outline why it is important to make a good first impression. 2.2. Illustrate ways of creating a positive impression when meeting, speaking and communicating with people for the first time.

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

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Title	Planning and Promoting Self Development
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE474
Unit Reference No	Y/617/5495

Unit purpose and aim(s): This unit will enable the learner to plan and promote self-development.

Learning Outcomes	Assessment Criteria
1. Recognise the significance of own achievements and the impact on personal development.	1.1. Describe at least two personal achievements and how they have impacted on own development.
2. Recognise own strengths and areas for further development.	2.1. Assess at least two strengths and two areas for further development in relation to own progression or career choice.
3. Understand how a person's learning style influences future choices.	3.1. Describe the characteristics of own learning style and its influence on future choices.
4. Be able to set personal goals and objectives.	4.1. Identify a range of personal goals, taking into consideration own skills, qualities, abilities and available opportunities. 4.2. Describe why goals are relevant to own current situation and to available opportunities.
5. Be able to develop an action plan to achieve personal goals.	5.1. Produce an action plan which includes SMART (Specific, Measurable, Achievable, Realistic, Timed) objectives.

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

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Title	Understanding Structures in the Workplace
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE475
Unit Reference No	D/617/5496

Unit purpose and aim(s): This unit will enable the learner to understand the importance of organisational values/mission statements, effective communication channels and the decision-making processes within an organisational structure.

Learning Outcomes	Assessment Criteria
1. Understand the importance of organisational values and mission statements.	1.1. Describe the importance and purpose of company values and mission statements.
2. Understand how organisations may promote effective internal communication.	2.1. Illustrate how effective communication can be promoted within an organisation. 2.2. Describe the potential outcomes of poor communication within an organisation.
3. Recognise the way in which decisions are made in relation to organisational structure.	3.1. Describe at least two methods of decision-making in the workplace, for example consensus, hierarchy.

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

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Title	Understanding Change in the Workplace
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE476
Unit Reference No	H/617/5497

Unit purpose and aim(s): This unit will enable the learner to understand the impact of change on organisations and individuals.

Learning Outcomes	Assessment Criteria
1. Understand how organisations and individuals can respond to change.	1.1. Describe how organisations and individuals can respond positively and negatively to change.
2. Understand how change can create new opportunities.	2.1. Describe opportunities that can arise as a result of change in an organisation. 2.2. Describe the importance of training and development in times of change.

Assessment 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

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Title	Using Social Media in the Workplace
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE477
Unit Reference No	K/617/5498

Unit purpose and aim(s): This unit will enable the learner to effectively use social media in the workplace.

Learning Outcomes	Assessment Criteria
1. Understand the opportunities and threats associated with using social media in the workplace.	1.1. Describe the positive and negative aspects of using social media for: a) business purposes b) personal use and its impact on the workplace 1.2. Summarise the key elements of a given workplace's policy on the use of social media. 1.3. Describe how to minimise risks for businesses associated when using social media.
2. Understand the use of social media within workplaces.	2.1. Identify three commonly used social media platforms used by businesses and organisations. 2.2. Demonstrate how these platforms are used for business purposes.

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

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Title	Assertiveness in the Workplace
Level	Two
Credit Value	1
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBE478
Unit Reference No	M/617/5499

Unit purpose and aim(s): This unit will enable the learner to become more assertive within the workplace.

Learning Outcomes	Assessment Criteria
1. Understand different behaviours and their impact within the workplace.	1.1. Describe what is meant by assertive, passive and aggressive behaviours. 1.2. Describe two examples of each of the following behaviours within the workplace: a) assertive b) passive c) aggressive 1.3. Compare the impact of the following behaviours: a) assertive b) passive c) aggressive
2. Know how to be assertive within workplace.	2.1. Describe the importance of self-control when being assertive. 2.2. Illustrate appropriate assertive behaviour in at least two workplace scenarios.

Assessment Guidance

The learner can select from the following assessment method/s but should 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 student'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 practice and apply skills and knowledge	Record of observation Learner notes/written work Learner log

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Title	Effective and Safe Use of Online Communication Technologies in the Workplace
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE479
Unit Reference No	Y/617/5500

Unit purpose and aim(s): This unit will enable the learner to use online communication technologies safely and effectively within the workplace.

Learning Outcomes	Assessment Criteria
1. Understand the importance of e-safety in the workplace.	1.1. Summarise the importance of e-safety for different users of online communication technologies in the workplace.
2. Know how to communicate effectively and safely online within the workplace.	2.1. Compare the effectiveness of different technologies used for workplace communication. 2.2. Outline the risks faced when using online communication technologies in the workplace. 2.3. Illustrate how to improve online safety when communicating online. 2.4. Summarise the key aspects of a given organisation's policy on the use of online communication technologies. 2.5. Summarise how to communicate appropriately using at least three different types of online communication technologies.
3. Understand the impact of personal use of online communication technologies in the workplace.	3.1. Describe using examples how personal use of online communication technologies may have an adverse impact on individual in the workplace.

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 practice and apply skills and knowledge	Record of observation Learner notes/written work Learner log

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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

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Title	Employment Contracts and Legislation
Level	Two
Credit Value	2
Guided Learning Hours (GLH)	16
OCN NI Unit Code	CBE480
Unit Reference No	T/617/5505

Unit purpose and aim(s): This unit will enable the learner to understand the importance of employment contracts and legislation.

Learning Outcomes	Assessment Criteria
1. Understand the need for policies to comply with employment legislation.	1.1. Summarise the function and importance of at least four different policies that an organisation should have in place including General Data Protection Regulation (GDPR).
2. Understand the purpose and need for a contract of employment.	2.1. Outline at least three different types of employment contracts. 2.2. Summarise the key elements of a contract of employment. 2.3. Describe ways in which an employer may breach a contract of employment and the possible consequences. 2.4. Describe ways in which an employee may breach a contract of employment and the possible consequences.

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

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Title	Work Experience
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE481
Unit Reference No	D/617/5501

Unit purpose and aim(s): This unit will enable the learner to gain new skills and knowledge through work experience.

Learning Outcomes	Assessment Criteria
1. Understand the structure and purpose of a given organisation.	1.1. Illustrate the structures and purpose of a given organisation including: a) key activities b) management and departmental structure c) departmental communication
2. Understand own role within a given organisation.	2.1. Describe own role and activities, and the agreed limitations to own responsibilities. 2.2. Carry out tasks following instructions and requesting guidance where appropriate. 2.3. Review own performance identifying possible areas for improvement.
3. Understand the importance of adhering to workplace practices.	3.1. Describe the importance of the following in the workplace: a) personal presentation b) appropriate behaviour c) time-keeping d) attendance e) adhering to organisational procedures
4. Understand and comply with safe working practices.	4.1. Describe the main safety considerations in the workplace including: a) possible hazards b) precautionary measures c) reporting structures 4.2. Illustrate workplace procedures in the event of an accident or emergency. 4.3. Identify the location and contents of the First Aid Box. 4.4. Illustrate how to use key safety equipment.

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

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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

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Title	Health and Safety in a Working Environment
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE482
Unit Reference No	H/617/5502

Unit purpose and aim(s): This unit will enable the learner to gain knowledge on health and safety requirements, procedures and equipment in a given workplace. Learners will also be required to carry out a risk assessment.

Learning Outcomes	Assessment Criteria

1. Be aware of health and safety procedures and policies at work.	1.1. Describe health and safety procedures and policies in a given workplace including the following:
	   a) Health and Safety at Work Act
	   b) Control of Substances Hazardous to Health requirements
	1.2. Identify the personnel responsible for health and safety in a given workplace.
	1.3. Outline the employer's responsibilities in relation to health and safety in the workplace.
	1.4. Outline own responsibilities in relation to health and safety in a given workplace.

2. Know how to maintain a safe working environment in a given workplace.	2.1. Describe what is meant by a safe working environment 2.2. Outline health and safety reporting procedures within a given workplace. 2.3. Describe the purpose and use of safety equipment and/or clothing to minimise risk. 2.4. Outline a given workplace's emergency evacuation procedures.
3. Be able to understand the process and benefits of a workplace risk assessment.	3.1. Illustrate the process and benefits of a workplace risk assessment.

Assessment Guidance

The learner can select from the following assessment method/s but should 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 student'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 practice and apply skills and knowledge	Record of observation Learner notes/written work Learner log

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Title	Undertaking Unpaid Work Opportunities
Level	Two
Credit Value	3
Guided Learning Hours (GLH)	24
OCN NI Unit Code	CBE483
Unit Reference No	K/617/5503

Unit purpose and aim(s): This unit will enable the learner to understand the benefits of undertaking unpaid work and how it may enhance future employment opportunities.

Learning Outcomes	Assessment Criteria
1. Understand how undertaking unpaid work may enhance employment opportunities.	1.1. Assess own strengths and weaknesses and how they may influence the choice of unpaid work opportunities. 1.2. Outline how unpaid work opportunities may aid own development across a range of areas.
2. Be able to undertake unpaid work.	2.1. Identify and source a suitable unpaid work placement which matches own skill set. 2.2. Carry out unpaid work for a minimum of 20 hours ensuring the following: a) working within boundaries of own role b) referring matters or seeking help when appropriate c) complying with organisational health and safety procedures
3. Be able to evaluate own performance.	3.1. Assess own skills and knowledge gained and how these may be used in the future.

Assessment Guidance

The following assessment method/s may be used to cover the outcomes and assessment criteria:

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

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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 qualification and to assure OCN NI of the maintenance of the integrity of the qualification.

The External Verifier will review the delivery and assessment of this qualification. 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.

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Administration

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

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.

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OCN NI Level 2 Award in Employability Skills
Qualification Number: 603/4359/X

OCN NI Level 2 Certificate in Employability Skills
Qualification Number: 603/4360/6

Operational start date: 15 April 2019
Operational end date: 30 June 2029
Certification end date: 30 June 2031

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