



Qualification Specification

Level 2 Award in Smart Skills for Employment

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Introduction

The aim of this qualification is to enable learners to build up their skills ready for employment, skills such as written and verbal communication, preparing for interviews, creating an online profile, presenting their achievements and expectations, working in a team, managing their finances.

The awarding organisation for this qualification is ProQual Awarding Body and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for these qualifications has been approved by the Welsh Government for use by centres in Wales.

Entry Requirements

There are no formal entry requirements for this qualification. Centres should carry out an **initial assessment** of candidate skills and knowledge to identify any gaps and help plan the assessment.

Qualification Profile

Qualification title	ProQual Level 2 Award in Smart Skills for Employment
Ofqual qualification number	603/1302/X
Level	2
Total Qualification Time	70 hours, 52 glh
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	30/3/2017
Qualification end date	

Qualification Structure

Candidates must complete the 4 Mandatory units:

D/615/5572	Looking for Work (Level 2, 13 glh)
H/615/5573	Interview Skills (Level 2, 13 glh)
D/615/5684	First Days at Work (Level 2, 13 glh)
K/615/5574	Financial Skills (Level 2, 13 glh)

Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

Staff

Staff delivering this qualification must be appropriately qualified and occupationally competent.

Assessors/Internal Quality Assurance

For each competence-based unit centres must be able to provide at least one assessor and one internal quality assurance verifier who are suitably qualified for the specific occupational area. Assessors and internal quality assurance verifiers for competence-based units or qualifications will normally need to hold appropriate assessor or verifier qualifications, such as:

- ProQual Level 3 Certificate in Teaching, Training and Assessing
- Award in Assessing Competence in the Work Environment
- Award in Assessing Vocationally Related Achievement
- Certificate in Assessing Vocational Achievement
- Award in the Internal Quality Assurance of Assessment Processes and Practices
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices

Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

Assessment

Candidates must demonstrate the level of knowledge and competence described in the unit. Assessment is the process of measuring a candidate's knowledge and understanding against the standards set in the qualification.

Assessment guidance is included to assure consistency.

Each candidate is required to produce evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- assignments/projects/reports
- worksheets
- portfolio of evidence
- record of oral and/or written questioning
- candidate test papers

Learning outcomes set out what a candidate is expected to know, understand or be able to do.

Assessment criteria specify the standard a candidate must meet to show the learning outcome has been achieved.

Learning outcomes and assessment criteria for this qualification can be found from page 7 onwards.

Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Certification

Candidates who demonstrate achievement of the qualification will be awarded a certificate giving the full qualification title -

ProQual Level 2 Award in Smart Skills for Employment

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the required number of credits for a qualification. All certificates will be issued to the centre for successful candidates.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.

Learning Outcomes and Assessment Criteria

D/615/5572

Looking for Work

Learning Outcomes – the learner will	Assessment Criteria – the learner can
1 Understand the importance of effective communication in the workplace	1.1 Identify different types of: a) written b) oral communication used in the workplace
	1.2 Describe why appropriate and effective communication is important in the workplace
2 Be aware of their own personal skills	2.1 Identify their own strengths and weaknesses in relation to interpersonal skills
	2.2 Describe ways of managing stress
3 Know how to present their skills and achievements	3.1 Identify their own skills and achievements
	3.2 Produce a CV that clearly and accurately represents their skills and achievements
4 Be able to search for suitable job vacancies	4.1 Identify own skills and achievements
	4.2 Identify sources of job opportunities
	4.3 Identify how social media networking sites could be used in job search
5 Know how to create an online profile	5.1 Identify social media sites that could help in their job search
	5.2 Identify the advantages of creating an online profile
	5.3 Identify the risks of using online profile
	5.4 Describe the threats to information security when working online
	5.5 Describe the threats to user safety when working online
	5.6 Create an online profile

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

H/615/5573 Interview Skills

Learning Outcomes – the learner will	Assessment Criteria – the learner can
1 Understand interview presentation skills	1.1 Describe how personal presentation helps to create a good first impression
	1.2 Describe the types of: <ul style="list-style-type: none"> • verbal • body language that are appropriate for them to use in an interview
	1.3 Describe appropriate dress for an interview and why this is important
2 Know how to prepare for an interview	2.1 Describe their own skills and experience in relation to an employment opportunity
	2.2 Describe how to research and identify information about an organisation before an interview
	2.3 Identify questions that may be asked at an interview
	2.4 Prepare answers to the questions
3 Understand what skills are used when delivering a presentation to an audience	3.1 Identify the skills needed to deliver a presentation to an audience
	3.2 Prepare to deliver a presentation
	3.3 Deliver a presentation to an audience
4 Be able to conduct self in an interview	4.1 Present themselves for an interview
	4.2 Present information about their skills, achievements and competences
	4.3 Respond to questions asked by an interviewer
	4.4 Ask appropriate questions
	4.5 Demonstrate appropriate interpersonal and personal presentation skills
5 Reflect on their interview performance	5.1 Describe how they prepared for the interview
	5.2 Identify successes and areas for improvement

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

D/615/5684

First Days at Work

Learning Outcomes – the learner will	Assessment Criteria – the learner can
1 Understand the importance of good time management	1.1 Describe why it is important to arrive at work on time
	1.2 Plan a journey to arrive at a specified time
	1.3 Identify what they could do to improve their own timekeeping
2 Understand what to expect on their first day at work	2.1 Describe different working patterns associated with different job roles
	2.2 Describe what is meant by ‘professional standards and codes of conduct’ expected in a work environment
3 Understand what helps to make teams work well	3.1 Describe what makes teams effective
	3.2 Describe an example of a team they have worked in, include <ul style="list-style-type: none">• how goals were identified• their role in the team
4 Understand why good customer service is important	4.1 Describe what is meant by good customer service
	4.2 Give an example of how poor customer service affects an organisation
5 Understand that employees have rights and responsibilities at work	5.1 Describe the main <ul style="list-style-type: none">a) rightsb) responsibilities that employees have
	5.2 Identify examples of laws that help to protect employees at work
	5.3 State why it is important to follow health and safety procedures
6 Understand ways of solving problems at work	6.1 Describe ways of working to resolve problems at work

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

K/615/5574
Financial Skills

Learning Outcomes – the learner will	Assessment Criteria – the learner can
1 Know how to create a budget for income and expenditure	1.1 Create a budget for their first 3 months at work, include all income and expenditure
	1.2 Present income as a percentage of expenditure
	1.3 Check all calculations for accuracy
	1.4 Compare the weekly or month cost of their: <ul style="list-style-type: none"> a) Independent living b) Living at home
2 Understand how businesses use the banking system	2.1 Identify the main types of account and services available from most banks/building societies
	2.2 Describe what the bank clearing system is
	2.3 Describe different ways that payment is made and received by businesses, including: <ul style="list-style-type: none"> • Cheques • Standing orders • Direct debit • BACS • CHAPS
	2.4 Describe how online banking is used by: <ul style="list-style-type: none"> a) Individual b) Organisations
	2.5 Identify some of the common dangers of online banking
3 Understand what is meant by financial services	3.1 Identify different types of financial service organisations and the services they offer
	3.2 Understand what “the small print” means
4 Understand the information presented on pay slips	4.1 Describe each item on a pay slip, what it represents
	4.2 Identify what is represented gross pay
	4.3 Identify what each deduction represents

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.



ProQual Awarding Body
ProQual House
Annie Med Lane
South Cave
HU15 2HG
UK

Tel: +44(0)1430 423822

www.proqualab.com

enquiries@proqualab.com