



Qualification Specification:

OCN NI Entry Level Certificate in Preparation for Employability (Entry 3)

- **Qualification No: 601/3150/0**

Version: 2.0



1. Specification Updates

Key changes have been listed below:

Section	Detail of change	Version and date of Issue
Qualification	Extended to 31 st December 2032	V2.0 – June 2026

2. Contents

1. Specification Updates	2
2. Contents	3
3. Introduction to Open College Network Northern Ireland (OCN NI) ..	5
4. About this Specification.....	6
4.1 Additional Support.....	7
5. About this Qualification	8
5.1 Qualification Regulation Information	8
5.2 Sector Subject Area	8
5.3 Grading.....	9
5.4 Qualification's Aim and Objectives.....	9
5.5 Target Learners.....	9
5.6 Entry Requirements	9
5.7 Progression	9
5.8 Delivery Language.....	9
6. Centre Requirements for Delivering this Qualification	10
6.1 Centre Recognition	10
6.2 Qualification Approval	10
6.3 Centre Staffing	10
6.4 Tutor Requirements	11
6.5 Assessor Requirements	11
6.6 Internal Quality Assurer Requirements	12
7. Qualification Structure	13
7.1 Qualification Purpose	13
7.2 Qualification Level.....	13
7.3 Qualification Size.....	13
7.4 How to Achieve the Qualification.....	13
8. Assessment Structure	14
8.1 Assessment Guidance: Portfolio	14
8.2 Understanding the Units	14
9. Qualification Summary by Unit.....	15
10. Unit Content.....	18
10.1 Effective Communication Skills in a Workplace	18
10.2 Effective Reading Skills in a Workplace.....	19
10.3 Effective Writing Skills in a Workplace	20
10.4 Listen and Respond to Information	21
10.5 Take Part in a Discussion	22
10.6 Number and Money Skills.....	23
10.7 Calculations and Budgeting with Money	24
10.8 Using Numeracy Skills in the Workplace.....	25
10.9 Presenting Information Using ICT	26
10.10 Using Email	27
10.11 ICT Skills in a Workplace	28
10.12 Individual Rights and Responsibilities.....	29
10.13 Interview Skills.....	30
10.14 Contribute to Team Activities	31
10.15 Skills for the Workplace	32

10.16	Understanding the Importance of Appropriate Workplace Behaviour	34
10.17	Using Transport to and from the Workplace	35
10.18	Using and Maintaining Tools and Equipment	36
10.19	Working with Others in a Group Activity	37
10.20	Applying Assertiveness and Decision Making Skills	38
10.21	Carrying Out Instructions in the Workplace	39
10.22	Citizenship for the Individual	40
10.23	Completing a Curriculum Vitae	41
10.24	Exhibiting an Art or Craft Product	42
10.25	Design and Create an Art or Craft Product	43
10.26	Skills for Employment	44
10.27	Time: Reading and Recording	46
10.28	Understanding Food Safety and Storage	47
10.29	Induction to College	48
10.30	Healthy Eating and Drinking	49
10.31	Basic Retail Skills	50
10.32	Keeping the Retail Work Area Clean and Tidy	51
10.33	Exploring Personal Development	52
10.34	Exploring Enterprise	53
10.35	Skills for Learning and Work	54
10.36	Exploring Diversity within Society	55
10.37	Exploring Equal Opportunities	56
11.	Quality Assurance of Centre Performance	57
11.1	Internal Assessment	57
11.2	Internal Quality Assurance	58
11.3	Documentation	59
11.4	External Quality Assurance	59
11.5	Standardisation	60
12.	Administration	61
12.1	Registration	61
12.2	Certification	61
12.3	Charges	61
12.4	Equality, Fairness and Inclusion	61
12.5	Retention of Evidence	62

3. Introduction to Open College Network Northern Ireland (OCN NI)

The Open College Network Northern Ireland (OCN NI) is a UK recognised awarding organisation based in Northern Ireland. We are regulated by CCEA Regulation to develop and award regulated professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is also regulated by Ofqual to award qualifications in England.

OCN NI is also an educational charity that advances education by developing nationally recognised qualifications and recognising the achievements of learners. We work with centres such as Further Education Colleges, Private Training Organisations, Voluntary & Community Organisations, Schools, SME's and Public Sector bodies to provide learners with opportunities to progress into further learning and/or employment. OCN NI's Strategic Plan can be found on the OCN NI website www.ocnni.org.uk.

For further information on OCN NI qualifications or to contact us, you can visit our website at www.ocnni.org.uk. The website should provide you with details about our qualifications, courses, contact information, and any other relevant information you may need.

OCN NI Contact Details

Open College Network Northern Ireland
Sirius House
10 Heron Road
Belfast
BT3 9LE

Phone: 028 90 463990
Website: www.ocnni.org.uk
Email: info@ocnni.org.uk

4. About this Specification

This specification details OCN NI's specific requirements for the delivery and assessment of the **OCN NI Entry Level Certificate in Preparation for Employability (Entry 3)**.

This specification will provide guidelines for centres to ensure the effective and correct delivery of this qualification. OCN NI qualification specifications are based on research and engagement with the practitioner community to ensure they provide appropriate skills and knowledge for learners.

The qualification specification will detail the following aspects of the OCN NI Entry Level Certificate in Preparation for Employability (Entry 3).

- **Qualification Features**: this includes the key characteristics and features of this qualification, such as its intended audience, purpose, and credit value.
- **Centre Requirements**: this details the prerequisites and obligations that centres must fulfil to be eligible to deliver and assess this qualification. These include guidelines on staff qualifications, resources, and required procedures.
- **Structure and Content**: this details the structure and content of the qualification including units, and any specific content that learners will be required to study.
- **Assessment Requirements**: this details assessment criteria and assessment methods for this qualification, ensuring that summative assessment approaches are clear.
- **Quality Assurance**: the quality and consistency of delivery and assessment of this qualification are of paramount importance to OCN NI. The mandatory quality assurance arrangements including processes for internal and external quality assurance that all centres offering this qualification must adhere to are detailed.
- **Administration**: guidance on the administrative aspects of delivering this qualification, including registration, certification and record-keeping.
- Reference to other handbooks and policies as appropriate to the qualifications.

It is important to note that OCN NI will communicate any significant updates or changes to this specification in writing to our centres. Additionally, we will make these changes available on our official website at www.ocnni.org.uk.

To stay current, please refer to the online version of this specification as it is the most authoritative and up-to-date publication. Be aware that downloaded and printed copies may not reflect the latest revisions.

4.1 Additional Support

OCN NI offers a comprehensive range of support services designed to assist centres in meeting the delivery and quality assurance requirements of OCN NI qualifications. These services include:

- **Specimen Assessment Materials**: These booklets are created to assist learners in demonstrating the fulfilment of assessment criteria and organising the quality assurance prerequisites for each individual unit.
- **Qualification Support Pack**: A support pack has been developed to support centres in the delivery of this qualification. The pack includes planning and assessment templates, guides to best practice, etc.
- **Professional Development for Educators**: OCN NI provides opportunities for professional development tailored to meet the various needs of practitioners and quality assurance staff. Centres can join our training sessions, available in both face-to-face and online formats, or explore a wealth of training materials by visiting www.ocnni.org.uk
- **OCN NI Subject Advisors**: Our team of subject advisors offers vital information and support to centres. They provide guidance on specification details, non-exam assessment advice, updates on resource developments, and various training opportunities. They actively engage with subject communities through an array of networks to facilitate the exchange of ideas and expertise, to support practitioners to provide quality education programs to learners.

All centres can access information, support and guidance to support the delivery and quality assurance of this qualification by contacting their designated Business Development Advisor or by contacting us on [Contact Us | OCN NI](#)

5. About this Qualification

5.1 Qualification Regulation Information

OCN NI Entry Level Certificate in Preparation for Employability (Entry 3).

Qualification Number: 601/3150/0

Operational start date: 01 May 2014

Review date: 31 December 2032

The qualification's operational start and end dates define the regulated qualification's lifecycle. The operational end date is the final date for learner registration, while learners have until the certificate end date to complete the qualification and receive their certificates.

It is important to note that all OCN NI regulated qualifications are listed on the Register of Regulated Qualifications (RQF), which can be found at [Ofqual Register](#). This register is maintained by Ofqual in England and CCEA Regulation in Northern Ireland. It contains information about qualifications that are regulated and accredited. It is a key resource for learners, employers, and educational institutions to verify the status and recognition of qualifications.

Centres must adhere to administrative guidelines diligently, with special attention to the fact that fees, registration, and certification end dates for the qualification may be subject to changes. It is a centre's responsibility to make itself aware of updates on any modifications to ensure compliance with the latest requirements. OCN NI provides centres with timely updates through various channels including website, newsletters and through this specification. Information on qualification fees can be found on the Centre Login section of the OCN NI website www.ocnni.org.uk.

5.2 Sector Subject Area

A subject sector area is a specific category used to classify academic and vocational qualifications. Subject sector areas are part of the educational and qualifications framework to organise and categorise qualifications. The sector subject for this qualification is:

Subject Area: 14.1 Foundations for learning and life

5.3 Grading

Grading for this qualification is pass/fail.

5.4 Qualification's Aim and Objectives

Qualification's Aim

The OCN NI Entry Level Certificate in Preparation for Employability (Entry 3) qualification has been designed to provide learners with foundation skills in the areas of Communication, Numeracy and ICT, combined with a range of units to choose from that will assist in developing life and work skills and encourage learners to be more independent. It is also suitable for learners with special learning needs.

5.5 Target Learners

The qualification is targeted at learners who:

- need to develop further skills in literacy, numeracy and ICT
- wish to be more independent in life
- wish to progress into other further education courses
- would benefit from alternative approaches to curriculum and learning
- would like to test a vocational area to inform their career/employment choices

5.6 Entry Requirements

There are no formal entry requirements for this qualification however learners must be at least 14 years old. Learners should also receive appropriate guidance on the suitability of the qualification for their learning needs.

5.7 Progression

The OCN NI Entry Level Certificate in Preparation for Employability (Entry 3) qualification enables progression into further learning in this area or into employment.

5.8 Delivery Language

This qualification is exclusively available in English. If there is a desire to offer this qualification in Welsh or Irish (Gaeilge), we encourage you to get in touch with OCN NI. They will assess the demand for such provisions and, if feasible, provide the qualification in the requested language as appropriate.

6. Centre Requirements for Delivering this Qualification

6.1 Centre Recognition

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

6.2 Qualification Approval

Once a centre has successfully undergone the Centre Recognition process, it becomes eligible to apply for qualification approval. The centre's capability to meet and sustain the qualification criteria will be assessed. Throughout the qualification approval process, OCN NI will aim to ensure that:

- centres possess suitable physical resources (e.g., equipment, IT, learning materials, teaching rooms) to support qualification delivery and assessment
- centre staff involved in the assessment process have relevant expertise and/or occupational experience
- robust systems are in place for ensuring ongoing professional development for staff delivering the qualification
- centres have appropriate health and safety policies concerning learner equipment use
- qualification delivery by centres complies with current equality and diversity legislation and regulations
- as a part of the assessment process for this qualification it may be useful for learners to have access to a practical work setting

6.3 Centre Staffing

To offer this qualification centres are mandated to establish the following roles as a minimum, although a single staff member may serve in more than one capacity*:

- Centre contact
- Programme Co-ordinator
- Assessor
- Internal Quality Assurance (IQA)

*Note: An individual cannot serve as an IQA for their own assessments.

6.4 Tutor Requirements

Tutors responsible for delivering this qualification are expected to possess a high degree of occupational competency. They should meet the following criteria:

- **Occupational Competency:** Tutors should demonstrate a clear understanding of the subject matter, including up-to-date knowledge. They should also have a minimum of one year's relevant experience in this area. This competence should enable them to effectively impart knowledge and practical skills to learners.
- **Qualifications:** Tutors should hold qualifications at a level that is at least one level higher than the qualification they are teaching. This ensures that they have the necessary academic foundation to provide in-depth guidance and support to learners.

These requirements collectively ensure that learners receive instruction from highly qualified and experienced instructors, thereby enhancing the quality and effectiveness of their educational experience.

6.5 Assessor Requirements

The assessment of this qualification takes place within the centre and is subjected to OCN NI's rigorous quality assurance procedures. The achievement of individual units is based on the criteria defined in each unit.

Assessors play a pivotal role in ensuring the validity and fairness of assessments. They are required to meet the following criteria:

- **Occupational Competency:** Assessors should possess a high degree of occupational competency in the relevant subject matter. This expertise enables them to accurately evaluate and measure a learner's knowledge and skills. Additionally, they should hold qualifications at a level that is at least one level higher than the qualification and have a minimum of one year's experience in the area they are assessing, ensuring their in-depth understanding of the subject matter.
- **Assessment Expertise:** Assessors should have direct or related experience in the field of assessment. This includes knowledge of best practices in designing, conducting, and grading assessments. Their expertise ensures that assessments are both fair and valid.
- **Assessors Qualification:** Assessors should hold or be currently undertaking a recognised assessor's qualification; or must have attended the OCN NI Assessment Training.
- **Comprehensive Assessment Oversight:** Assessors are responsible for evaluating all assessment tasks and activities comprehensively. They must thoroughly review and assess each element to ensure a fair and accurate representation of a learner's skills and knowledge.

These rigorous requirements uphold the quality and integrity of the qualification's assessment process, ensuring that learners receive a fair and reliable evaluation of their competencies.

6.6 Internal Quality Assurer Requirements

The Internal Quality Assurer plays a crucial role in the centre's internal quality assurance processes. The centre must designate a skilled and trained IQA who assumes the role of an internal quality monitor responsible for verifying the delivery and assessment of the qualification.

The Internal Quality Assurer for this qualification must meet the following criteria:

- **IQA Expertise:** IQA should have direct or related experience in the field of internal assurance and have at least one year's occupational experience in the areas they are internally quality assuring. This includes knowledge of best practices in designing, conducting, and grading assessments. Their expertise ensures that assessments are both fair and valid.
- **IQA Qualification:** IQA should hold or be currently undertaking a recognised IQA qualification or must have attended the OCN NI IQA Training.
- **Thorough Evaluation of Assessment Tasks and Activities:** IQAs are tasked with conducting in-depth reviews and assessments of all assessment tasks and activities. Their responsibility is to ensure a comprehensive and meticulous oversight of each element to guarantee a just and precise reflection of a learner's abilities and knowledge and to ensure that all assessment and quality assurance requirements are fulfilled.

7. Qualification Structure

7.1 Qualification Purpose

The OCN NI Entry Level Certificate in Preparation for Employability (Entry 3) is a unitised qualification designed to support learners in developing the knowledge, skills, and personal attributes required for progression into employment, further learning, or vocational training. Assessed on a pass or fail basis, learners are expected to demonstrate a clear understanding of the subject matter and the ability to apply their learning in practical and meaningful contexts. The qualification aims to build confidence, independence, communication, and workplace readiness, enabling learners to enhance their employability and prepare effectively for the expectations and opportunities of the world of work. Through the achievement of the qualification, learners will develop a solid foundation of transferable skills that support both personal development and future progression pathways.

7.2 Qualification Level

In the context of the OCN NI Entry Level Certificate in Preparation for Employability (Entry 3) it is essential to understand the significance of qualification levels, as they play a pivotal role in assessing the depth and complexity of knowledge and skills required for successful attainment. This qualification aligns with Entry Level (E3), which signifies a basic level of difficulty and intricacy. It's important to note that qualification levels in the educational framework range from Level 1 to Level 8, complemented by three 'entry' levels, namely Entry 1 to Entry 3.

7.3 Qualification Size

Total Qualification Time (TQT)

This represents the total amount of time a learner is expected to spend to complete the qualification successfully. It includes both guided learning hours (GLH) and independent study or additional learning time.

Guided Learning Hours (GLH)

These are the hours of guided instruction and teaching provided to learners. This may include classroom instruction, tutorials, or other forms of structured learning.

OCN NI Entry Level Certificate in Preparation for Employability (Entry 3)	
Total Qualification Time (TQT):	210 hours
Total Credits Required:	21 credits
Guided Learning Hours (GLH):	204 hours

7.4 How to Achieve the Qualification

To achieve the **OCN NI Entry Level Certificate in Preparation for Employability (Entry 3)** it learners must complete 21 credits. 3 credits must be achieved from each of the groups A, B and C and a minimum of 12 credits from group D.

8. Assessment Structure

This qualification is assessed through internal assessment and each unit is accompanied by specific assessment criteria that define the requirements for achievement.

8.1 Assessment Guidance: Portfolio

The portfolio for this qualification is designed to provide a comprehensive view of a learner's skills and knowledge. It is a holistic collection of evidence that may include a single piece of evidence that satisfies multiple assessment criteria. There is no requirement for learners to maintain separate evidence for each assessment criterion.

When learners are creating their portfolio, they should refer to the assessment criteria to understand the evidence required.

It is essential that the evidence in the portfolio reflects the application of skills in real-world situations. Learners should ensure that they provide multiple examples or references whenever the assessment criteria require it.

8.2 Understanding the Units

The units outlined in this specification establish clear assessment expectations. They serve as a valuable guide for conducting assessments and ensuring quality assurance efficiently. Each unit within this specification follows a consistent structure. This section explains the operational framework of these units. It is imperative that all educators, assessors, Internal Quality Assurers, and other personnel overseeing the qualification review and familiarise themselves with this section to ensure a comprehensive understanding of how these units function.

- **Title:** The title will reflect the content of the unit and should be clear and concise.
- **Level:** A unit can have one of six RQF levels: Entry, One, Two, Three, Four or Five. All units within this qualification are either Entry Level (E3) or Level 1.
- **Credit Value:** This describes the number of credits ascribed to a unit. It identifies the number of credits a learner is awarded upon successful achievement of the unit. One credit is awarded for the learning outcomes which a learner, on average, might reasonably be expected to achieve in a notional 10 hours of learning.
- **Learning Outcome:** A coherent set of measurable achievements.
- **Assessment Criteria:** These enable a judgement to be made about whether or not, and how well, the students have achieved the learning outcomes.
- **Assessment Guidance and Methods:** These detail the different assessment methods within the unit that may be used.
- **Unit Content:** This provides indicative content to assist in teaching and learning.

9. Qualification Summary by Unit

OCN NI Entry Level Certificate in Preparation for Employability (Entry 3)

In order to achieve the OCN NI Entry Level Certificate in Preparation for Employability (Entry 3) the learner must successfully complete 21 credits. 3 credits must be achieved from each of the groups A, B and C and a minimum of 12 credits from group D.

Total Qualification Time (TQT) for this qualification:

210 hours

Guided Learning Hours (GLH) for this qualification:

204 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	GLH	Credit Value	Level
Communication Units (A)					
L/506/2245	CAZ526	Effective Communication Skills in a Work Place	20	2	Entry 3
R/506/2246	CAZ527	Effective Reading Skills in a Workplace	20	2	Entry 3
Y/506/2247	CAZ528	Effective Writing Skills in a Workplace	20	2	Entry 3
F/506/2260	CAZ540	Listen and Respond to Information	10	1	Entry 3
J/506/2129	CAZ461	Take Part in a Discussion	10	1	Entry 3
Numeracy Units (B)					
D/506/2265	CAZ545	Number and Money Skills	30	3	Entry 3
M/506/2240	CAZ520	Calculations and Budgeting with Money	20	2	Entry 3
M/506/2173	CAZ491	Using Numeracy Skills in the Workplace	10	1	Entry 3
ICT Units (C)					
K/506/2222	CAZ506	Presenting Information Using ICT	20	2	Entry 3
H/506/2137	CAZ464	Using Email	10	1	Entry 3
A/506/2256	CAZ537	ICT Skills in a Workplace	20	2	Entry 3
Optional Units (D)					
J/506/2258	CAZ538	Individual Rights and Responsibilities	30	3	Entry 3
L/506/2259	CAZ539	Interview Skills	20	2	Entry 3

T/506/2188	CAZ474	Contribute to Team Activities	30	3	Entry 3
J/506/2261	CAZ541	Skills for the Workplace	30	3	Entry 3
R/506/2263	CAZ543	Understanding the Importance of Appropriate Workplace Behaviour	20	2	Entry 3
Y/506/2264	CAZ544	Using Transport to and from the Workplace	20	2	Entry 3
R/506/2229	CAZ515	Using and Maintaining Tools and Equipment	20	2	Entry 3
K/506/2141	CAZ468	Working with Others in a Group Activity	20	2	Entry 3
A/506/2239	CAZ518	Applying Assertiveness and Decision Making Skills	30	3	Entry 3
T/506/2241	CAZ521	Carrying Out Instructions in the Work Place	20	2	Entry 3
A/506/2242	CAZ523	Citizenship for the Individual	30	3	Entry 3
F/506/2243	CAZ524	Completing a Curriculum Vitae	10	1	Entry 3
R/506/2196	CAZ482	Exhibiting an Art or Craft Product	20	2	Entry 3
J/506/2244	CAZ525	Design and Create an Art or Craft Product	20	2	Entry 3
A/506/2225	CAZ511	Skills for Employment	30	3	Entry 3
L/506/2262	CAZ542	Time: Reading and Recording	10	1	Entry 3
L/506/2228	CAZ514	Understanding Food Safety and Storage	30	3	Entry 3
K/506/2110	CAZ447	Induction to College	30	3	Entry 3
K/506/2253	CAZ534	Healthy Eating and Drinking	30	3	Entry 3
H/506/2252	CAZ533	Basic Retail Skills	30	3	Entry 3
M/506/2254	CAZ535	Keeping the Retail Work Area Clean and Tidy	20	2	Entry 3
D/506/2251	CAZ532	Exploring Personal Development	30	3	Entry 3

Y/506/2250	CAZ531	Exploring Enterprise	30	3	Entry 3
T/506/2255	CAZ536	Skills for Learning and Work	30	3	Entry 3
D/506/2248	CAZ529	Exploring Diversity within Society	30	3	One
H/506/2249	CAZ530	Exploring Equal Opportunities	30	3	One

10. Unit Content

10.1 Effective Communication Skills in a Workplace

Title:	Effective Communication Skills in a Workplace	
Level:	Entry 3	
Credit Value:	2	
Guided Learning Hours (GLH):	20	
OCN NI Unit Code:	CAZ526	
Unit Reference No:	L/506/2245	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of effective communication in a workplace and be able to develop and review own communication skills.		
Learning Outcomes		
1. Understand the importance of effective communication in a workplace.	1.1. Outline the importance of effective communication in a workplace.	
2. Be able to develop communication skills in a workplace.	2.1. Identify communication skills needed for own workplace. 2.2. Implement action plan to develop own communication skills in a workplace. 2.3. Use communication skills in his/her job role, independently.	
3. Be able to review own communication skills in a workplace.	3.1. Identify what went well with using communication skills. 3.2. Outline further work needed to develop own communication skills.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.2 Effective Reading Skills in a Workplace

Title:	Effective Reading Skills in a Workplace	
Level:	Entry 3	
Credit Value:	2	
Guided Learning Hours (GLH):	20	
OCN NI Unit Code:	CAZ527	
Unit Reference No:	R/506/2246	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of effective reading skills in a workplace and be able to identify and review own reading skills for development.		
Learning Outcomes		
1. Recognise the importance of effective reading skills in a workplace.	1.1. Outline the importance of effective reading skills in a workplace. 1.2. Identify tasks which require reading skills in a workplace.	
2. Be able to identify own reading skills that need to be developed in a workplace.	2.1. Identify own reading skills that need to be developed in a workplace. 2.2. Implement an action plan to develop own reading skills in a workplace. 2.3. Apply effective reading skills in a workplace.	
3. Be able to review own reading skills.	3.1. Identify what went well with using reading skills in a workplace. 3.2. Identify own reading skills that need to be developed further in a 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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.3 Effective Writing Skills in a Workplace

Title:	Effective Writing Skills in a Workplace	
Level:	Entry 3	
Credit Value:	2	
Guided Learning Hours (GLH):	20	
OCN NI Unit Code:	CAZ528	
Unit Reference No:	Y/506/2247	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of effective reading skills in a workplace and be able to identify and review own reading skills for development.		
Learning Outcomes		
1. Recognise the importance of effective writing skills in a workplace.	1.1. Outline the importance of effective writing skills in a workplace. 1.2. Identify tasks which require writing skills in a workplace.	
2. Be able to identify own writing skills that need to be developed in a workplace.	2.1. Identify own writing skills that need to be developed in a workplace. 2.2. Implement an action plan to develop own writing skills in a workplace. 2.3. Apply effective writing skills in a workplace.	
3. Be able to review own writing skills.	3.1. Identify what went well with using writing skills in a workplace. 3.2. Identify own writing skills that need to be developed further in a 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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.4 Listen and Respond to Information

Title:	Listen and Respond to Information	
Level:	Entry 3	
Credit Value:	1	
Guided Learning Hours (GLH):	10	
OCN NI Unit Code:	CAZ540	
Unit Reference No:	F/506/2260	
<i>Unit purpose and aim(s):</i> The learner will be able to listen to and respond to information through verbal and non-verbal means.		
Learning Outcomes		
1. Know how to obtain information from others.	1.1. Demonstrate the ability to follow and listen for information in different contexts. 1.2. Identify new and relevant information from discussions and explanations. 1.3. Demonstrate the use of verbal and nonverbal communication in order to confirm understanding.	
2. Know how to use information gained from others.	2.1. Demonstrate how to follow a set of verbal instructions and respond to questions.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.5 Take Part in a Discussion

Title:	Take Part in a Discussion	
Level:	Entry 3	
Credit Value:	1	
Guided Learning Hours (GLH):	10	
OCN NI Unit Code:	CAZ461	
Unit Reference No:	J/506/2129	
Unit purpose and aim(s): This unit will enable the learner to actively take part in a discussion.		
Learning Outcomes		
1. Be able to take part in a discussion.		
Assessment Criteria		
1.1. Demonstrate the ability to follow and understand the main points of discussions on different topics.		
1.2. Demonstrate the ability to:		
a) make relevant contributions to discussions		
b) use phrases for interruption in a discussion		
c) listen and respond to others' points of view in a discussion		
d) respond to both open and closed questions about familiar topics		
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.6 Number and Money Skills

Title:	Number and Money Skills	
Level:	Entry Three	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ545	
Unit Reference No:	D/506/2265	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to improve own number and money skills.		
Learning Outcomes		
1. Recognise the importance of effective number skills and areas for development.	1.1. Outline the importance of effective number skills in a range of settings. 1.2. Identify own number skills and areas for development.	
2. Be able to apply and review own number skills.	2.1. Apply own number, identifying what went well and areas for improvement. 2.2. Outline the importance of applying effective number skills in a workplace.	
3. Understand income and expenditure.	3.1. Identify different sources of income. 3.2. Identify regular and irregular expenditure.	
4. Be able to use coins and notes in transactions.	4.1. Identify coins and notes needed to pay for multiple items. 4.2. Identify change required when paying for multiple items.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.7 Calculations and Budgeting with Money

Title	Calculations and Budgeting with Money	
Level	Entry 3	
Credit Value	2	
Guided Learning Hours (GLH)	20	
OCN NI Unit Code	CAZ520	
Unit Reference No	M/506/2240	
Unit purpose and aim(s): This unit will enable learners to develop a basic understanding of place value using money, perform manual calculations and prepare a simple budget.		
Learning Outcomes		Assessment Criteria
1. Know how to record, add and subtract money in decimal notation.	1.1. Record and add amounts of money in columns, using the correct place value. 1.2. Calculate change from different purchases. 1.3. Check totals manually and with a calculator.	
2. Be able to calculate costs.	2.1. Work out costs for purchasing multiple items. 2.2. Work out costs for simple budgets. 2.3. Estimate costs using rounding. 2.4. Check costs manually and with a calculator.	
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

10.8 Using Numeracy Skills in the Workplace

Title	Using Numeracy Skills in the Workplace	
Level	Entry 3	
Credit Value	1	
Guided Learning Hours (GLH)	10	
OCN NI Unit Code	CAZ491	
Unit Reference No	M/506/2173	
Unit purpose and aim(s): This unit will enable learners to solve numeracy problems, use units of measure and interpret chart information for the workplace.		
Learning Outcomes		Assessment Criteria
1. Be able to solve work-related problems using whole numbers up to 100.	1.1. Using addition and subtraction solve a range of work-related numeracy problems using whole numbers up to 100.	
2. Be able to use units of measure to solve work-related numeracy problems.	2.1. Use scales to weigh accurately using grams and kilogrammes. 2.2. Measure lengths accurately using millimetres, centimetres and metres.	
3. Be able to interpret charts to solve work-related problems.	3.1. Use bar charts and line charts to gather accurate work-related information. 3.2. Interpret chart information to solve a range of work-related problems.	
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

10.9 Presenting Information Using ICT

Title	Presenting Information Using ICT	
Level	Entry 3	
Credit Value	2	
Guided Learning Hours (GLH)	20	
OCN NI Unit Code	CAZ506	
Unit Reference No	K/506/2222	
<i>Unit purpose and aim(s):</i> This unit will enable learners to develop a basic understanding of how to use ICT to present information using images and text and make appropriate changes.		
Learning Outcomes		Assessment Criteria
1. Know how to use ICT to present information.		1.1. Outline how the information is to be presented. 1.2. Demonstrate the use of ICT to present information including: a) text b) images c) numbers 1.3. Demonstrate the use of proof reading for accuracy and purpose and amend text accordingly.
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

10.10 Using Email

Title:	Using Email	
Level:	Entry 3	
Credit Value:	1	
Guided Learning Hours (GLH):	10	
OCN NI Unit Code:	CAZ464	
Unit Reference No:	H/506/2137	
Unit purpose and aim(s): The learner will be able to use and manage email correspondence.		
Learning Outcomes		
1. Know how to use email.	1.1. Compose email messages. 1.2. Demonstrate how to attach a file to an email message. 1.3. Send and receive email messages using appropriate tools. 1.4. State how to stay safe and respect others when using email.	
2. Know how to manage incoming email.	2.1. Identify when to read and respond to email messages. 2.2. Store email messages appropriately for future use. 2.3. State how to respond to common email problems and when to seek advice.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.11 ICT Skills in a Workplace

Title:	ICT Skills in a Workplace	
Level:	Entry 3	
Credit Value:	2	
Guided Learning Hours (GLH):	20	
OCN NI Unit Code:	CAZ537	
Unit Reference No:	A/506/2256	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to be aware of the ICT skills needed for a workplace and how these skills can be developed and improved.		
Learning Outcomes	Assessment Criteria	
1. Be aware of the ICT skills needed in a workplace.	1.1. Identify tasks which require ICT skills in a workplace. 1.2. Give an example of a use of ICT skills in a workplace.	
2. Be aware of own ICT skills that need to be developed for a workplace.	2.1. Identify own ICT skills that need to be developed for a workplace. 2.2. Implement an action plan to develop own ICT skills for a workplace. 2.3. Use ICT skills in own job role in a workplace.	
3. Be able to review own ICT skills.	3.1. Identify what went well with using the ICT skills that have been developed. 3.2. Identify own ICT skills that need to be developed further.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.12 Individual Rights and Responsibilities

Title:	Individual Rights and Responsibilities	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ538	
Unit Reference No:	J/506/2258	
Unit purpose and aim(s): This unit will enable the learner to be aware of own rights and responsibilities.		
Learning Outcomes		Assessment Criteria
1. Know the importance of human rights.	1.1. Outline the importance of human rights. 1.2. State two basic human rights.	
2. Be aware of a democratic and electoral process.	2.1. Outline a democratic and electoral process. 2.2. Outline who cannot vote in a general election. 2.3. State two things an elected representative could do for his/her peers.	
3. Be aware of own rights and responsibilities.	3.1. Outline rights and responsibilities as a: a) consumer b) member of a community 3.2. Identify how rights may be protected.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.13 Interview Skills

Title:	Interview Skills	
Level:	Entry 3	
Credit Value:	2	
Guided Learning Hours (GLH):	20	
OCN NI Unit Code:	CAZ539	
Unit Reference No:	L/506/2259	
Unit purpose and aim(s): This unit will enable the learner to prepare and take part in an interview.		
Learning Outcomes		
1. Understand how to prepare for an interview.		
2. Be able to take part in an interview.		
Assessment Criteria		
1.1. Outline how you may prepare for an interview including: a) appropriate clothing b) travel to and from c) possible questions you might ask/be asked		
2.1. Demonstrate how to take part in an interview including: a) appropriate behaviour b) responding to questions c) asking appropriate questions		
2.2. Identify what went well during an interview and what could be done to make improvements.		
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.14 Contribute to Team Activities

Title:	Contribute to Team Activities	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ474	
Unit Reference No:	T/506/2188	
Unit purpose and aim(s): This unit will enable the learner to understand the role of a team. The learner will be required to contribute to a range of team activities.		
Learning Outcomes		Assessment Criteria
1. Understand the value of teamwork.	1.1. State the value of teamwork. 1.2. Give example why a team may be more effective than an individual. 1.3. Identify purpose of own team.	
2. Understand roles and responsibilities of a team.	2.1. List the roles and responsibility of team members. 2.2. State own role within the team.	
3. Be able to work as part of a team.	3.1. Participate in a team activity showing respect and consideration to team members.	
4. Review performance of team.	4.1. Identify what went well and not so well. 4.2. Give example of how to improve team performance.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner’s progression through the course	Learner notes Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.15 Skills for the Workplace

Title:	Skills for the Workplace	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ541	
Unit Reference No:	J/506/2261	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the basic skills needed for work.		
Learning Outcomes		
1. Understand the importance of Health and Safety procedures at work.	1.1. Outline the importance of Health and Safety procedures at work. 1.2. Identify key safety signs that might be encountered. 1.3. Identify appropriate safe clothing for different types of work. 1.4. Follow safety procedures at work.	
2. Be able to follow instructions in the workplace.	2.1. Follow simple instructions to perform tasks. 2.2. Outline how to deal with problems that may arise in the workplace.	
3. Be able to work as part of a team.	3.1. Use questions and give answers clearly. 3.2. Demonstrate how to work as part of a team to complete a work task.	
4. Recognise the skills needed for work.	4.1. Demonstrate the following skills needed for work: a) time management b) reliability c) appropriate behaviour d) problem solving 4.2. Outline key roles at work.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner’s progression through the course	Learner notes Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary
------------	--	---

10.16 Understanding the Importance of Appropriate Workplace Behaviour

Title:	Understanding the Importance of Appropriate Workplace Behaviour	
Level:	Entry 3	
Credit Value:	2	
Guided Learning Hours (GLH):	20	
OCN NI Unit Code:	CAZ543	
Unit Reference No:	R/506/2263	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of appropriate workplace behaviour including the areas of clothing and personal hygiene.		
Learning Outcomes		Assessment Criteria
1. Understand what is appropriate clothing and footwear for the workplace.	1.1. Identify a range of appropriate clothing and footwear for various workplaces. 1.2. Outline the importance of personal presentation at work.	
2. Understand the importance of personal hygiene.	2.1. Outline why personal hygiene is important in the workplace. 2.2. Give examples of personal hygiene routines.	
3. Be aware of appropriate behaviour for the workplace.	3.1. Outline appropriate behaviour in the workplace. 3.2. Identify the importance of good time management 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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.17 Using Transport to and from the Workplace

Title:	Using Transport to and from the Workplace	
Level:	Entry 3	
Credit Value:	2	
Guided Learning Hours (GLH):	20	
OCN NI Unit Code:	CAZ544	
Unit Reference No:	Y/506/2264	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to plan and use appropriate forms of transport to and from the workplace.		
Learning Outcomes		Assessment Criteria
1. Recognise various methods of transport.		1.1. Outline types of transport for travelling to the workplace. 1.2. Outline types of transport for travelling to and from own work.
2. Be able to plan the route to work from his/her home.		2.1. Identify a route to and from own workplace. 2.2. Plan route to workplace to ensure he/she leaves and arrives on time.
3. Be able to use a method of transport to travel to work.		3.1. Outline how to pay for travel on public transport. 3.2. Make a journey to his/her work place using one type of transport.
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.18 Using and Maintaining Tools and Equipment

Title:	Using and Maintaining Tools and Equipment		
Level:	Entry 3		
Credit Value:	2		
Guided Learning Hours (GLH):	20		
OCN NI Unit Code:	CAZ515		
Unit Reference No:	R/506/2229		
Unit purpose and aim(s): This unit will enable the learner to use and maintain tools and equipment.			
Learning Outcomes		Assessment Criteria	
1. Be able to use tools and equipment for an activity.	1.1. Identify the tools and equipment suitable for the activity. 1.2. Demonstrate the safe use of tools and equipment.		
2. Be able to maintain and store a range of tools and equipment.	2.1. Outline how to maintain and store a range of tools and equipment. 2.2. Demonstrate appropriate safety procedures when maintaining and storing tools and 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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs	
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary	

10.19 Working with Others in a Group Activity

Title:	Working with Others in a Group Activity	
Level:	Entry 3	
Credit Value:	2	
Guided Learning Hours (GLH):	20	
OCN NI Unit Code:	CAZ468	
Unit Reference No:	K/506/2141	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to work effectively in a group activity and be able to review their own role in working with others.		
Learning Outcomes		
1. Be able to work with others.	1.1. Outline how to work effectively with others. 1.2. Identify who to work with on a given group activity and own role.	
2. Be able to participate in a group activity.	2.1. Identify steps to be undertaken in a group activity. 2.2. Outline own tasks within a group activity. 2.3. Identify who to ask for help or support whilst taking part in a group activity.	
3. Be able to review own role in working with others.	3.1. Identify what went well when working with others. 3.2. Identify difficulties when working with others. 3.3. Identify ways to improve how to work with others.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.20 Applying Assertiveness and Decision Making Skills

Title:	Applying Assertiveness and Decision Making Skills	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ518	
Unit Reference No:	A/506/2239	
<i>Unit purpose and aim(s):</i> The learner will be able to demonstrate confidence and apply decision making skills within various situations.		
Learning Outcomes		
1. Know how to be confident in various situations.	1.1. Demonstrate confidence within a given situation. 1.2. Use discussion to identify appropriate choices within a given situation.	
2. Know the roles and responsibilities of others in various situations.	2.1. Identify own and others' roles and responsibilities within various situations.	
3. Know how to use negotiation to achieve a desired outcome.	3.1. Give examples of how to negotiate with others to achieve a desired outcome.	
4. Know how to be assertive and use self-control to achieve a desired outcome.	4.1. Give examples of using assertiveness and self-control to achieve desired outcome.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.21 Carrying Out Instructions in the Workplace

Title:	Carrying Out Instructions in the Workplace	
Level:	Entry 3	
Credit Value:	2	
Guided Learning Hours (GLH):	20	
OCN NI Unit Code:	CAZ521	
Unit Reference No:	T/506/2241	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to be more competent in carrying out instructions in the workplace.		
Learning Outcomes		
1. Be aware of how instructions are given in the workplace.	1.1. Outline how instructions can be given in the workplace. 1.2. Identify individuals who may give you instructions in the workplace.	
2. Be able to follow instructions in the workplace.	2.1. Demonstrate how to safely follow instructions in the workplace. 2.2. Outline how well instructions were carried out.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.22 Citizenship for the Individual

Title:	Citizenship for the Individual	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ523	
Unit Reference No:	A/506/2242	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to be more aware of their rights and responsibilities as a citizen.		
Learning Outcomes		
1. Understand rights and responsibilities for the individual.	1.1. Outline legal rights of citizens. 1.2. Identify one responsibility that individuals have; a) to maintain their own well being b) to others	
2. Be aware of legislation that relates to equal opportunity issues.	2.1. Outline an equality issue covered by current legislation. 2.2. Give an example of a group of people who might benefit from equality of opportunity.	
3. Be aware of the main functions of local and national government.	3.1. Outline how to vote in an election. 3.2. Give examples of services provided by local and national government.	
4. Be aware of public services available in own local community.	4.1. Identify public services available in own community.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.23 Completing a Curriculum Vitae

Title:	Completing a Curriculum Vitae	
Level:	Entry 3	
Credit Value:	1	
Guided Learning Hours (GLH):	10	
OCN NI Unit Code:	CAZ524	
Unit Reference No:	F/506/2243	
Unit purpose and aim(s): This unit will enable the learner to complete a basic Curriculum Vitae (CV).		
Learning Outcomes		Assessment Criteria
1. Know the purpose of a CV and what it contains.	1.1. Name what the letters CV stand for and its use. 1.2. Name all the headings required within a CV.	
2. Know how to complete a CV.	2.1. Identify a suitable format for a personal CV. 2.2. Outline information required for a CV. 2.3. Complete a basic CV.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.24 Exhibiting an Art or Craft Product

Title	Exhibiting an Art or Craft Product	
Level	Entry 3	
Credit Value	2	
Guided Learning Hours (GLH)	20	
OCN NI Unit Code	CAZ482	
Unit Reference No	R/506/2196	
Unit purpose and aim(s): This unit will enable learners to develop an understanding of how to exhibit an art or craft product and identify improvements.		
Learning Outcomes		Assessment Criteria
1. Be able to exhibit an art or craft product.	1.1. Present and exhibit the art or craft product. 1.2. Demonstrate how to maintain a safe working environment.	
2. Be able to use feedback to improve an art or craft product.	2.1. Use feedback to improve an art or craft product for future exhibits.	
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

10.25 Design and Create an Art or Craft Product

Title	Design and Create an Art or Craft Product	
Level	Entry 3	
Credit Value	2	
Guided Learning Hours (GLH)	20	
OCN NI Unit Code	CAZ525	
Unit Reference No	J/506/2244	
<i>Unit purpose and aim(s):</i> This unit will enable learners to develop an understanding of art and craft design using information sources to create a product.		
Learning Outcomes		Assessment Criteria
1. Know how to design and create an art or craft product.		1.1. Use different sources of information to find ideas for an art or craft product. 1.2. Identify resources needed to make the art or craft product. 1.3. Develop ideas into a design for an art or craft product. 1.4. Present final art or craft product.
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

10.26 Skills for Employment

Title	Skills for Employment	
Level	Entry 3	
Credit Value	3	
Guided Learning Hours (GLH)	30	
OCN NI Unit Code	CAZ511	
Unit Reference No	A/506/2225	
Unit purpose and aim(s): This unit will enable learners to develop skills for employment. Learners will work as a team and take part in a work-related task.		
Learning Outcomes		Assessment Criteria
1. Understand the importance of Health and Safety procedures at work.	1.1. List the reasons why health and safety procedures at work are important. 1.2. Identify key safety signs and safe clothing for different types of work. 1.3. Outline how to maintain own safety at work. 1.4. State how to obtain help if required.	
2. Be able to follow instructions to carry out a given task.	2.1. Demonstrate how to follow simple oral/written instructions to carry out a task in a work-simulated environment. 2.2. Give an example of a possible problem and how this may be overcome.	
3. Be able to work as part of a team.	3.1. Demonstrate working within a team to complete a given task. 3.2. Demonstrate the use of appropriate questions and provide answers clearly. 3.3. State the key roles within a workplace.	
4. Understand the importance of appropriate behaviour at work.	4.1. Outline what is meant by time management. 4.2. Give an example of reliable and committed behaviour at work. 4.3. Give an example of how to deal positively with an identified difficult 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

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

10.27 Time: Reading and Recording

Title:	Time: Reading and Recording	
Level:	Entry 3	
Credit Value:	1	
Guided Learning Hours (GLH):	10	
OCN NI Unit Code:	CAZ542	
Unit Reference No:	L/506/2262	
Unit purpose and aim(s): The learner will know how to read and record time in different formats.		
Learning Outcomes		
1. Know how to read and record time.	1.1. Read and record time in five minute intervals including: a) 12 hour digital clocks b) AM and PM c) analogue clocks	
2. Know how to record common date formats.	2.1. Read and record day, month and year in common date formats.	
3. Know how to use time in practical situations.	3.1. Demonstrate the use of time and date in two everyday situations.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.28 Understanding Food Safety and Storage

Title:	Understanding Food Safety and Storage	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ514	
Unit Reference No:	L/506/2228	
Unit purpose and aim(s): This unit will enable the learner to understand basic hygiene procedures for storage and use of food.		
Learning Outcomes		Assessment Criteria
1. Be aware of basic hygiene procedures.	1.1. Outline various hygiene procedures before handling food.	
2. Recognise how to store different types of food.	2.1. Identify different food types. 2.2. Identify foods which will perish and how to store them. 2.3. Identify foods which are longer lasting and how to store them.	
3. Be aware of when food should be discarded.	3.1. Outline the term “Use by” dates. 3.2. Identify when food is: a) still fresh b) not safe for use c) no longer fresh 3.3. Outline the possible consequence of eating food that is no longer fresh.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.29 Induction to College

Title:	Induction to College	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ447	
Unit Reference No:	K/506/2110	
<i>Unit purpose and aim(s):</i> The learner will be able to use facilities within college and where necessary know where to seek assistance.		
Learning Outcomes		
1. Know how to locate facilities within the college.	1.1. Identify different facilities within the college.	
2. Be able to identify members of staff and their roles.	2.1. Identify members of staff and their roles.	
3. Understand the reasons for attending college.	3.1. Give examples of why s/he would attend college.	
4. Recognise own responsibilities while at college.	4.1. State own responsibilities while at college.	
5. Understand differences between college and a previous establishment.	5.1. Identify two differences between college and previous establishment. 5.2. List why s/he prefers college.	
6. Be aware of college Health and Safety procedures.	6.1. State key Health and Safety procedures.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner’s progression through the course	Learner notes Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.30 Healthy Eating and Drinking

Title	Healthy Eating and Drinking	
Level	Entry 3	
Credit Value	3	
Guided Learning Hours (GLH)	30	
OCN NI Unit Code	CAZ534	
Unit Reference No	K/506/2253	
Unit purpose and aim(s): This unit will enable learners to develop an understanding of a healthy diet, identify key benefits and effects of diet and identify ways of improving their own diet.		
Learning Outcomes		Assessment Criteria
1. Know the principles of a healthy diet.	1.1. Identify and list the key elements of a healthy diet in relation to food and drink.	
2. Know the importance of healthy eating.	2.1. Outline the main health benefits of a healthy diet. 2.2. Outline the possible consequences of an unhealthy diet.	
3. Be able to assess own diet.	3.1. Outline aspects of own diet which are: a) healthy b) unhealthy 3.2. Identify ways to improve own eating/drinking habits.	
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

10.31 Basic Retail Skills

Title	Basic Retail Skills	
Level	Entry 3	
Credit Value	3	
Guided Learning Hours (GLH)	30	
OCN NI Unit Code	CAZ533	
Unit Reference No	H/506/2252	
Unit purpose and aim(s): This unit will enable learners to develop an understanding of basic retail practice and customer including safe working practices.		
Learning Outcomes		Assessment Criteria
1. Understand good retail practice in a sales environment.	1.1. Outline good retail practice. 1.2. List benefits of keeping a sales area attractive, clean and tidy.	
2. Understand good customer care.	2.1. Outline good customer care. 2.2. Demonstrate how to welcome a customer. 2.3. Demonstrate how to provide information and advice to a customer.	
3. Be able to make a sale.	3.1. Participate in a sales transaction and serve a customer.	
4. Know how to work safely.	4.1. Identify workplace fire procedures and fire hazards. 4.2. Identify the importance of safe manual handling in the workplace. 4.3. Demonstrate safe working practices for self and others.	
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

10.32 Keeping the Retail Work Area Clean and Tidy

Title	Keeping the Retail Work Area Clean and Tidy	
Level	Entry 3	
Credit Value	2	
Guided Learning Hours (GLH)	20	
OCN NI Unit Code	CAZ535	
Unit Reference No	M/506/2254	
Unit purpose and aim(s): This unit will enable learners to know why maintaining a work area is important and how to dispose of waste appropriately.		
Learning Outcomes		Assessment Criteria
1. Understand why it is important to keep the work area clean and tidy.	1.1. Outline the benefits of keeping the work area clean and tidy. 1.2. Outline the possible consequences of an untidy and dirty work area.	
2. Be able to keep a work area clean and tidy.	2.1. Demonstrate how to follow instructions in the workplace to ensure it: a) is free of identified hazards b) allows for work to be completed efficiently c) presents a positive impression to customers	
3. Recognise how to dispose of waste and rubbish appropriately.	3.1. Outline why it is important to dispose of waste and rubbish in line with organisational procedures.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner’s progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
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

10.33 Exploring Personal Development

Title:	Exploring Personal Development	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ532	
Unit Reference No:	D/506/2251	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand different types of behaviour, self-esteem, stress and time management skills.		
Learning Outcomes		
1. Understand different types of behaviour.	1.1. List different types of behaviour.	
2. Understand self-esteem.	2.1. Outline self-esteem. 2.2. List factors which influence how people feel about themselves. 2.3. State own self esteem needs and how they can be met.	
3. Be aware of stress and how it can be reduced.	3.1. Outline what stress is. 3.2. State two examples of causes of stress in own life and how it can be reduced.	
4. Understand time management skills.	4.1. Outline time management skills. 4.2. Demonstrate punctual attendance and completion of work on time.	
5. Understand personal strengths and interests.	5.1. Outline a range of personal strengths and interests.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log

10.34 Exploring Enterprise

Title:	Exploring Enterprise	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
OCN NI Unit Code:	CAZ531	
Unit Reference No:	Y/506/2250	
Unit purpose and aim(s): This unit will enable the learner to undertake a small enterprise project including; advertising, selling, costs and evaluation.		
Learning Outcomes		
1. Be able to select a product to sell and advertise.	1.1. Identify a product to sell and its target market. 1.2. Identify a suitable venue to hold the sale and outline its benefits. 1.3. Identify ways to advertise the sale.	
2. Know how to set up a point of sale and sell products.	2.1. Identify the equipment and resources needed to sell the product. 2.2. Demonstrate product sales and advertising.	
3. Be aware of costs involved in the enterprise project.	3.1. State the costs involved in selecting, marketing and selling the product.	
4. Evaluate own contribution to enterprise project.	4.1. Outline own contribution to enterprise project.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log

10.35 Skills for Learning and Work

Title:	Skills for Learning and Work	
Level:	Entry 3	
Credit Value:	3	
Guided Learning Hours (GLH):	30	
CAZ536	CAZ536	
Unit Reference No:	T/506/2255	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of positive attitudes and behaviour for learning and work. The learner will be expected to demonstrate effective communication and work under supervision.		
Learning Outcomes		
1. Understand the importance of a positive attitude and behaviour for learning and work.	1.1. Give examples of positive attitudes and behaviour in learning and work. 1.2. Demonstrate appropriate behaviour for learning and work.	
2. Understand the importance of effective communication for learning and work.	2.1. Give examples of appropriate and inappropriate verbal and non-verbal communication. 2.2. Demonstrate how to use positive body language. 2.3. Respond to questions and requests from colleagues and/or customers.	
3. Be able to work effectively under frequent supervision.	3.1. Demonstrate how to receive and respond to instructions and check own understanding. 3.2. Identify any help, materials, equipment and/or tools needed to complete tasks. 3.3. Work safely following health and safety guidelines to complete tasks. 3.4. Review completed tasks following feedback and identify 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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log

10.36 Exploring Diversity within Society

Title:	Exploring Diversity within Society	
Level:	One	
Credit Value:	3	
Guided Learning Hours (GLH):	27	
OCN NI Unit Code:	CAZ529	
Unit Reference No:	D/506/2248	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand and recognise the importance of diversity within society.		
Learning Outcomes		
1. Understand the meaning of the term diversity.	1.1. Give a simple definition of the term diversity.	
2. Be aware of diverse groups and practices.	2.1. Identify diverse groups and how they may differ, outlining reasons for different practices. 2.2. Identify similarities between the groups identified.	
3. Recognise the importance of respecting diversity.	3.1. Outline examples of a lack of tolerance of diverse groups within society. 3.2. State why it is important to respect diversity in terms of tolerance.	
4. Recognise how diverse groups contribute to society.	4.1. Give examples of the contribution(s) diverse groups have made to society. 4.2. Identify advantages of living in a diverse society.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

10.37 Exploring Equal Opportunities

Title:	Exploring Equal Opportunities	
Level:	One	
Credit Value:	3	
Guided Learning Hours (GLH):	27	
OCN NI Unit Code:	CAZ530	
Unit Reference No:	H/506/2249	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of equal opportunities and support and resources available to assist.		
Learning Outcomes		
1. Be aware of types of discrimination and how it can be challenged.	1.1. Give examples of the different types of discrimination and their effects to include; a) unacceptable language b) unacceptable behaviour 1.2. Give examples of how you may overcome discrimination.	
2. Recognise the importance of equal opportunities.	2.1. Outline the importance of equal opportunities.	
3. Be aware of local support agencies.	3.1. Name two local support agencies and their roles.	
4. Be aware of ways to use resources to challenge inequality.	4.1. Use information to challenge oppressive comments, attitudes and behaviour.	
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 Learner log/diary Peer notes Record of observation Record of discussion Audio/video/photographic record Charts/graphs
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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record 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	Tutor record of observation Learner notes Tutor lesson plan Tutorial notes Audio/video/photographic record Learner log/diary

11. Quality Assurance of Centre Performance

11.1 Internal Assessment

When delivering and assessing this qualification, centres must align with stakeholders' expectations and address learners' needs by implementing a practical and applied programme. Centres have the flexibility to customise programmes to meet local requirements and establish connections with local employers and the broader vocational sector.

The Assessor should work with the Internal Quality Assurer to ensure that the assessment is planned in line with OCN NI requirements. Assessment Plans must be developed and approved by the Internal Quality Assurer prior to the delivery of the qualification.

All units within this qualification must undergo internal assessment. Learners must provide evidence that they have appropriately met all assessment criteria required for that grade.

The assessment format for all units involves a task conducted after the delivery of the unit's content, or part of it, if multiple tasks are used. Tasks may exhibit in various forms, encompassing practical and written types. Please refer to 'OCN NI's Assessment Definitions Guide' for additional details.

A task constitutes a distinct activity completed independently by learners, separated from teaching, practice, exploration, and other activities guided by tutors. Tasks are assigned to learners with a specified start date, completion date, and explicit requirements for the evidence to be produced. Some tasks may include observed practical components and require diverse forms of evidence.

A valid assignment will enable a clear and formal assessment outcome which meets the requirements of the assessment criteria. Assessment decisions are based on the specific assessment criteria given in each unit and set at each grade level. The way in which individual units are written provides a balance of assessment of understanding, practical skills and vocational attributes appropriate to the purpose of qualification.

It is the Assessor's role to ensure that learners are appropriately prepared for assessment, this begins from induction onwards. Assessors should ensure that learners understand how assessment tasks are used to determine the award of credit, the importance of meeting assessment timelines, and that all learners work must be independently created, where source documents are used this should be appropriately referenced, learners should be aware of what would constitute plagiarism and the possible consequences.

When conducting the assessment, Assessors must ensure they do not provide direct input, instructions or specific feedback which may compromise the authenticity of the work submitted.

Once the Assessor has authenticated the learners work, they must transparently demonstrate the rationale behind their assessment decisions. Once a learner completes all assigned tasks for a unit, the Assessor will allocate a grade for the unit. Refer to the 'Unit Grading Matrix' for additional information on the grading process.

Once the Assessor has completed the assessment process for the task, the assessment decision is recorded formally, and feedback is provided to the learner. The feedback should show the learner the outcome of the assessment decision, how it was determined or where the criteria has been met, it may indicate to the learner why achievement of the assessment criteria has not been met. It must be clear to the learner that this Assessment outcome is subject to verification.

For further information on assessment practice, please see the 'OCN NI Centre Handbook'. Assessment Training is also available and can be booked through the OCN NI Website.

11.2 Internal Quality Assurance

The role of the Internal Quality Assurer is to ensure appropriate internal quality assurance processes are carried out. The Internal Quality Assurer must oversee that assessments are conducted in accordance with relevant OCN NI policies, regulations, and this specification.

The Internal Quality Assurer must ensure assessments are fair, reliable, and uniform, thereby providing a consistent standard for all learners.

Internal Quality Assurers are required to provide constructive feedback to Assessors, identifying areas of strength and those that may require improvement. This feedback contributes to the ongoing professional development of Assessors.

Contributing to the standardisation of assessment practices within the centre is an important function of this role. This entails aligning assessment methods, grading criteria, and decision-making processes to maintain fairness and equity.

Internal Quality Assurers will actively engage in the sampling and monitoring of assessments to ensure the consistency and accuracy of assessment decisions. This process helps identify trends, areas for improvement, and ensures the robustness of the overall assessment system.

For further information on Internal Quality Assurance practice, please see the 'OCN NI Centre Handbook'. Internal Quality Assurance Training is also available and can be booked through the OCN NI Website.

11.3 Documentation

For internal quality assurance processes to be effective, the internal assessment and Internal Quality Assurance team needs to keep effective records.

- The programme must have an assessment and Internal Quality Assurance plan. When producing a plan, they should consider:
 - the time required for training and standardisation activities
 - the time available to undertake teaching and carry out assessment,
 - consider when learners may complete assessments and when quality assurance will take place
 - the completion dates for different assessment tasks
 - the date by which the assignment needs to be internally verified
 - sampling strategies
 - how to manage the assessment and verification of learners' work so that they can be given formal decisions promptly
 - how resubmission opportunities can be scheduled.

The following documents are available from OCN NI and document templates can be found in the Centre Login section of the OCN NI website www.ocnni.org.uk:

- A1 – Learner Assessment Record per Learner
- Learner Authentication Declarations
- Records of any reasonable adjustments applied for and the outcome – please see 'OCN NI's Reasonable Adjustments and Special Consideration Policy' for further information
- M1 Internal Quality Assurance Sample Record
- M2 Feedback to Assessor
- Records of any complaints or appeals

11.4 External Quality Assurance

All OCN NI recognised centres are subject to External Quality Assurance. External quality assurance activities will be conducted to confirm continued compliance with the CCEA Regulation General Conditions of Recognition, OCN NI terms and conditions and the requirements outlined within this qualification specification.

The External Quality Assurer is assigned by OCN NI. The External Quality Assurer will review the delivery and assessment of this qualification. This will include, but is not limited to, the review of a sample of assessment evidence and evidence of the internal quality assurance of assessment and assessment decisions. This will form the basis of the External Quality Assurance report and will help OCN NI determine the centre's risk.

The role of the External Quality Assurer serves as an external overseer of assessment quality, working to uphold consistency, compliance, and continuous improvement within the assessment process. Their role is crucial in ensuring that assessments are valid, reliable, fair, and aligned with the required standards and regulations.

For further information on OCN NI Centre Assessments Standards Scrutiny (CASS) Strategy, please see the OCN NI Centre Handbook.

11.5 Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and the 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 Quality Assurance

Centres offering this qualification must carry out internal standardisation activities prior to the claim for certification.

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 Quality Assurer documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

12. Administration

12.1 Registration

A centre must register learners for this qualification within 20 working days of commencement of the delivery of the programme.

For further information on learner registration please see the OCN NI Centre Handbook and the QuartzWeb Manual, available through the Centre Login section of the OCN NI website. Administration training is also available and can be booked through www.ocnni.org.uk.

12.2 Certification

Once all internal quality assurance activities have been successfully completed, the centre can claim certification for the learner(s).

Certificates will be issued to centres within 20 working days from completion of a satisfactory external quality assurance activity, if appropriate, alternatively from the submission of an accurate and complete marksheet.

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.

For further information on the uploading of results please see the QuartzWeb Manual for guidance, administration training is also available and can be booked through [OCN NI](#)

12.3 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.

12.4 Equality, Fairness and Inclusion

OCN NI's are committed to ensuring all learners have an equal opportunity to access our qualifications and assessment, and that our qualifications are awarded in a way that is fair to every learner.

OCN NI is committed to making sure that:

- learners with a protected characteristic are not, when they are undertaking one of our qualifications, disadvantaged in comparison to learners who do not share that characteristic
- all learners achieve the recognition they deserve for undertaking a qualification and that this achievement can be compared fairly to the achievement of their peers

For information on reasonable adjustments and special considerations please see the OCN NI Centre Handbook and Reasonable Adjustments and Special Considerations Policy held in the back office of the OCN NI website.

12.5 Retention of Evidence

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

OCN NI Entry Level Certificate in Employability (Entry 3)**Qualification Number: 601/3150/0**

Operational start date: 01 May 2014
Review date: 31 December 2032

Open College Network Northern Ireland (OCN NI)
Sirius House
10 Heron Road
Belfast
BT3 9LE

Phone: 028 90 463990
Email: info@ocnni.org.uk
Web: www.ocnni.org.uk