

3. SOURCES OF INFORMATION AND ADVICE ABOUT EMPLOYMENT RIGHTS AND RESPONSIBILITIES

3.1 INTERNAL SOURCES

What you should know

- The range of information made available to you by your employer on matters relating to your employment and working practice.
- Where this information can be obtained.

Over to you

You will need to know who to go to for information and advice in your organisation. This can be on a range of topics related to:

- employment and personnel issues
- training
- additional learning support
- assessment.

Task 27

Where would you find information within your organisation about:

1.	Personnel issues (eg annual leave entitlement)

2.	Training opportunities (eg in-house training, qualifications)

3.	Additional learning support (eg for a learning difficulty, medical condition or disability)

3.2 EXTERNAL SOURCES

What you should know

- Other information sources that may be available outside the workplace, what they provide and how to use them.

Over to you

You will need to know where to go for information outside your organisation. This can be obtained from a range of sources, such as:

- the Citizens Advice Bureau
- trade unions
- Access to Work contact centres.

Task 28

Which external source(s) would you turn to for information relating to:

1.	Health and safety at work

2.	Equal opportunities

3.	Data protection

4.	Access to Work



4. ABOUT YOUR OCCUPATION AND ORGANISATION

What you should know

- The type of organisation you work for, in terms of the following factors:
 - the number of people they employ
 - the type of market in which they operate
 - whether there are any issues of public concern that affect your organisation and/or industry.
- The types of changes that have been taking place in your area of business over recent years, which have affected individual's working practices and the way in which organisations operate.
- The impact, if any, that these changes have had on your organisation and the way in which your job role is carried out.
- How your organisation is structured.
- The different ways in which organisations carry out different tasks, such as finance, operations, personnel, marketing, health and safety etc.
- The different ways in which the tasks outlined above may be split between different people, departments and/or sites.
- What steps you should take to try to ensure you interact effectively with colleagues and contacts in the workplace and why this is important to the organisation.

Over to you

Job roles vary from one organisation to the next and have faced many changes over recent years that have affected working practices and the way in which organisations operate.

Task 29

What are the main changes that have taken place in your area of business over the last few years? You may wish to think about some of the changes in technology or the centralisation of tasks, for instance. List at least three changes.

1.

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4.	<hr/> <hr/> <hr/> <hr/>

Task 32

Draw a chart of your organisation (or department), everyone's job roles and who they report to. Make sure you include yourself. If your organisation already has a chart, amend it to include yourself.



Task 34

Who in your workplace can you discuss these options with?

Name:	
Job title:	



6. REPRESENTATIVE BODIES RELEVANT TO YOU AND YOUR ORGANISATION

6.1 REPRESENTATION

Within any industry, there is a range of representative bodies that promote the views of a group of people with common interests.

The representative bodies collect the views of their members and act as their collective voice in discussions with other groups on issues that affect them all. Representation occurs both within an organisation and in other bodies. Representation between different bodies can occur at local and national levels as well.

What you should know

You should know:

- if there are any trade unions relevant to your occupation, in representing and protecting the common interests of employees
- if there are any professional bodies relevant to your occupation
- if there are any regulatory bodies relevant to your industry and occupation, for example the British Medical Association
- of the name and role of the standards setting organisation relevant to your occupation.

Over to you

You will need to know the names and roles of your standards setting organisation, any professional/representative or regulatory bodies, trade unions, consumer groups and employer organisations.

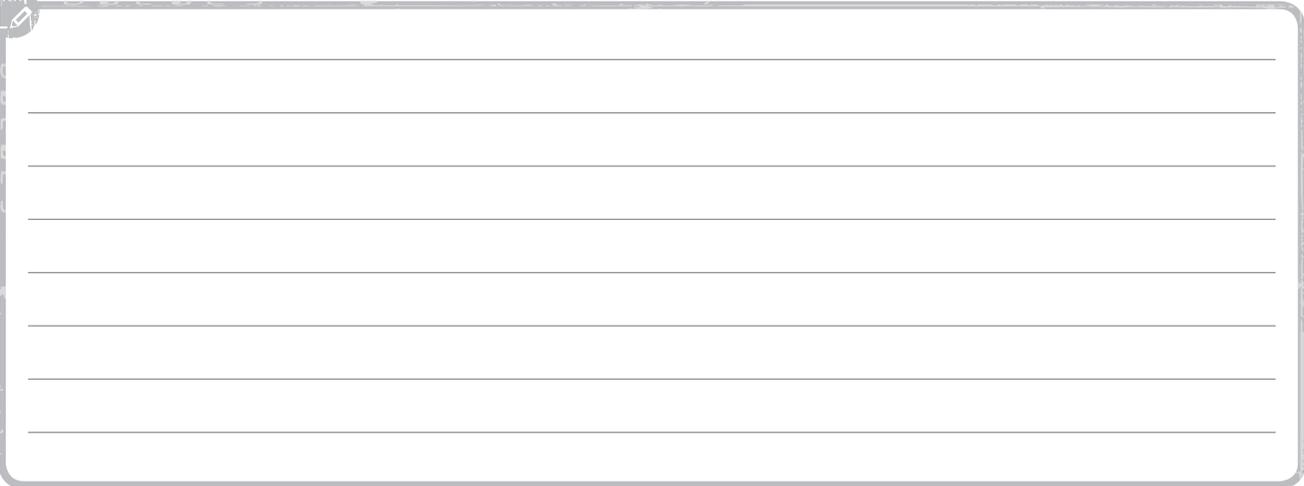
Task 35

Describe the role and purpose of the Health and Safety Executive.

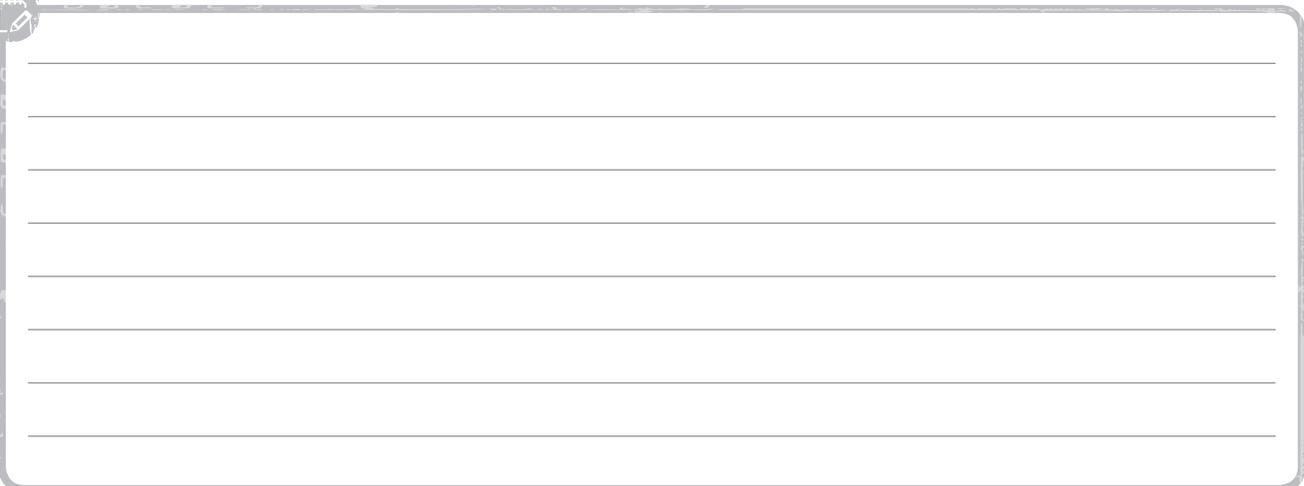


Task 36

State what the main trade union is for your occupation and what it does.

**Task 37**

Name the standards setting organisation in your area of business and explain briefly what it does.





7. ERR EVIDENCE RECORD CHECKLIST

Task number	Completed	Comments
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COMPLETION OF THE BTEC APPRENTICESHIP ASSESSMENT WORKBOOK ERR SECTION

Framework	
Business & Administration	
Contact Centre	
Customer Service	
Marketing & Communication	
Sales & Telesales	
Team Leading & Management	

We, the undersigned, agree that the knowledge and understanding covered in the employment rights and responsibilities section of this workbook, developed by the CfA, has been completed by the apprentice named below.

Apprentice details	
Name of apprentice	
Date of birth	
Signature	
Candidate number	
Name of employer/line manager	
Signature	

Training provider details	
Name of training provider	
Address	
Postcode	

A copy of this page should be retained in the Workbook. The original (signed) version should be returned to the CfA upon completion of the relevant framework, with copies of all the evidence required.