

City & Guilds Award, Certificates and Diplomas in Employability Skills

Entry 3 Units (5546)

Candidate logbook

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City & Guilds Group

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Awards, Certificates and Diplomas in Employability Skills Entry 3 Units (5546)

Candidate logbook

Version and date	Change detail	Section
3.0 December 2014	Added units 334-349	Units
	Amended nos of unit	Introduction to logbook
3.1 January 2015	Amendment to units 334-349	Units
3.2 February 2015	Unit 406 removed and replaced with 462	Unit 306 barring information
	Unit 319 amended to include missing criteria	Unit 319
4.0 June 2015	Candidate declaration amended for all units	Units
4.1 September 2015	Outcome 1.3 removed from unit 355 as it appeared in error.	Unit 335
	Duplicated outcome 1 has been removed from unit 319	Unit 319
5.0 May 2016	Unit 371 added	Unit 371
6.0 May 2016	Unit 370, 375-377 added	Units
6.1 July 2016	Unit 336 credit value amended	Unit 336
7.0 February 2017	Unit 338 content updated and credit value amended	Unit 338
7.1 May 2017	Amendment to Unit 336, AC 4.1	Unit 336
8.0 May 2024	Removed withdrawn units	Units: 338, 339, 342, 343, 344, 347, 349

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1 About your candidate logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	
Programme start date	
Date of registration with City & Guilds	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Quality Assurer	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' Entry 3 Units (5546). It contains forms you can use to record your evidence of what you have done.

There are 49 units in total available in this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards.

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website www.cityandguilds.com

2 Units

City & Guilds unit	Unit title	GLH	Credit value
301	Planning for progression	21	3
302	Personal finance	10	1
303	Conduct at work	10	1
304	Effective communication	11	2
305	Introduction to ICT	20	3
306	Applying for a job	11	2
307	Interview skills	27	3
308	Searching for a job	20	2
309	Prepare for and attend an interview	20	2
310	Work safely	20	2
311	Working as part of a team	24	3
312	Healthy living	16	2
313	Personal presentation and hygiene	15	2
314	Safe learning in the workplace	25	3
315	Effective written communication for the workplace	14	2
316	Undertaking work placement	30	3
317	Rights, responsibilities and citizenship	25	3
318	Investigating rights and responsibilities at work	10	1
319	Candidate project	20	3
320	Enterprise activity	28	3
321	Community project	24	3
322	Effective speaking for the workplace	16	2
323	Attitudes and values for personal development	10	1
324	Take part in leisure activities	10	1
325	Recognise the benefits of leisure time	10	1
326	Plan and make a journey using public transport	20	2
327	Lift and handle safely	20	2
328	Wax and polish a motor car or van	30	3
329	Remove, check and replace a wheel on a motor car or van	20	2
330	Check and maintain levels of fluids in a motor car or van	20	2
331	Check and maintain lights on a motor car or van	20	2

332	Replace spark plugs	10	1
333	Introduction to the hospitality industry	10	1
334	Work awareness	20	2
335	Environmental awareness	20	2
336	Introduction to drug and alcohol awareness	20	2
337	Dealing with problems in daily life	20	2
340	Self-assessment	10	1
341	Health and safety in places of work	20	2
345	Introducing paint finishing skills	16	2
346	Recognise and use hand tools and materials used in construction	20	2
370	Introduction to retail	12	1
371	Introduction to customer service	12	2
375	Behaviour in a business administration environment	16	2
376	Create a good impression on customers	15	2
377	The customer service experience	15	2

3 The assessment process

The following people at your centre will explain the assessment process and help you achieve your unit(s).

The Assessor/Tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

The Internal Quality Assurer

The internal quality assurer maintains the quality of assessment within the centre.

The External Quality Assurer

The external quality assurer works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

4 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

Please photocopy these forms as required.

5 Candidate progress record

Entry 3 Units (5546)

Unit no													
Credits													
Total Credits Achieved:													

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 301 Planning for progression

3 credits

This unit is barred with the following units:

- 201 Entry 2 Planning for progression
- 401 Level 1 Planning for progression

1. Understand own study or training programme

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify what he/she aims to achieve by the end of the study or training programme		
1.2 describe what he/she needs to do in order to follow the programme		
1.3 identify the centre rules and regulations that affect him/her as a learner.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Know the facilities and support available in the place of study or training

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 list the facilities provided in the place of study or training		
2.2 identify the support available for learners.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Recognise personal strengths (skills, qualities and attitudes) needed for learning and work

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 identify positive qualities and attitudes needed for learning and work		
3.2 list his/her own personal strengths		
3.3 give an example of something related to learning and work that he/she feels good about and something he/she feels confident doing.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

4. Agree an action plan for self improvement

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
4.1 identify areas for improvement with an appropriate person		
4.2 contribute towards an action plan or contract.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 301 Planning for progression

Declaration



I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 302 Personal finance

1 credit

This unit is barred with the following units:

- 202 Entry 2 Personal finance
- 402 Level 1 Managing personal finance
- 518 Level 2 Managing personal finance

1. Understand the advantages and disadvantages of borrowing money

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify from where money can be borrowed		
1.2 outline the advantages of borrowing money		
1.3 outline the disadvantages of borrowing money.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Understand the advantages of saving money

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify different ways of saving money		
2.2 list the benefits of saving money.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Understand why it is important to keep personal financial information secure

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 outline ways of keeping personal financial information secure		
3.2 state the importance of keeping personal financial information secure.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standard.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 303

Conduct at work

1 credit

This unit is barred with the following units:

- 203 Entry 2 Behaviour at work

1. Know about appropriate conduct for the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify different kinds of appropriate conduct in the workplace		
1.2 identify inappropriate conduct in the workplace.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Be able to demonstrate good conduct

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 interact appropriately with colleagues						
2.2 dress appropriately for work						
2.3 demonstrate conduct suitable for job role						
2.4 demonstrate good timekeeping and attendance.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Be able to carry out a review of own conduct

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify an aspect of own conduct that went well						
3.2 identify an aspect of own conduct that did not go so well						
3.3 Suggest an action point for improvement in own conduct.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence listed above is my own work and was carried on under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 304

Effective Communication

2 credits

This unit is barred with the following units:

- 204 Entry 2 Effective communication
- 315 Entry 3 Effective written communication for the workplace
- 322 Entry 3 Effective speaking for the workplace
- 404 Level 1 Effective communication
- 504 Level 2 Communicating with others in the workplace

1. Understand why effective communication is important

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 state why effective communication is important		
1.2 give examples of positive communication and body language		
1.3 give examples of appropriate and inappropriate verbal communication		
1.4 give examples of appropriate and inappropriate non-verbal communication.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Understand the difference between confident, aggressive, passive and assertive behavior

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 list examples of confident behaviour		
2.2 list examples of aggressive behaviour		
2.3 list examples of passive behaviour		
2.4 list examples of assertive behaviour		
2.5 State the difference between confident, aggressive, passive and assertive behavior.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Know the difference between positive and negative feedback

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 give an example of positive feedback		
3.2 give an example of negative feedback.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 305

Introduction to ICT

3 credits

This unit is barred with the following units:

- 205 Entry 2 Introduction to ICT

1. Interact with and use an ICT system

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 use correct procedures for start and shutdown of an ICT system and to open and close applications						
1.2 use input devices						
1.3 use output devices						
1.4 use software applications						
1.5 recognise and use interface features.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Follow recommended safe operating practices

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 list safety points to be remembered when using a computer						
2.2 follow safe practices.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Use ICT to search for, select and use information

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 use appropriate search techniques						
3.2 select information						
3.3 use information for an agreed purpose.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

4. Enter, develop and present information for an agreed purpose using an ICT system

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 enter information						
4.2 format text						
4.3 insert and position images						
4.4 present the information for an agreed purpose.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence listed above is my own work and was carried out under the condition and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 306

Applying for a job

2 credits

This unit is barred with the following units:

- 206 Entry 2 Applying for a job
- 405 Level 1 Career planning and making applications
- 462 Level 1 Applying for a job
- 501 Level 2 Career planning and making applications
- 506 Level 2 Applying for a job

1. Know different methods of applying for jobs

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify the different types of job applications		
1.2 identify the different methods for job applications.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Be able to apply for a job

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify information needed to apply for a job		
2.2 present the information for a job application in different formats		
2.3 draft a CV		
2.4 describe how to apply for a job online.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

I confirm that the evidence listed above is my own work and was carried out under the condition and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 307 Interview skills

3 credits

This unit is barred with the following units:

- 407 Level 1 Interview skills

1. Know how to prepare for an interview

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 research the company and the job role		
1.2 prepare brief answers to a given set of questions that are likely to be asked at the interview		
1.3 prepare questions to ask in an interview		
1.4 identify how to seek clarity from the interviewer about questions asked		
1.5 identify any documents that may be asked for at interview		
1.6 identify the route and means of transport to take to attend the interview on time.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Be able to present and perform well at an interview

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 dress appropriately and display good personal hygiene for the interview						
2.2 use appropriate means of non-verbal communication such as body language and facial expressions during the interview						
2.3 give clear, straightforward answers to the questions asked.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Be able to review own performance at an interview

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify one aspect of the interview that went well						
3.2 identify one aspect of the interview that did not go well						
3.3 identify actions to improve performance at future interviews.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 308 Searching for a job

2 credits

This unit is barred with the following units:

- 208 Entry 2 Searching for a job
- 408 Level 1 Searching for a job

1. Be able to find out about opportunities for work

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 identify different sources of information to find out about jobs						
1.2 use sources of information to find key facts about different jobs						
1.3 identify different types of employment and training opportunities.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Be able to search for job vacancies

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 describe the key features of a job advert						
2.2 identify own requirements and skills						
2.3 identify job vacancies that meet own requirement and skills						
2.4 identify how to sign up to different organisations' job alert systems.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

This unit is barred with the following units:

- 503 Level 2 Preparing for an interview

1. Be able to prepare for and attend an interview.

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 check the details of an interview		
1.2 confirm attendance and request time off work		
1.3 carry out preparations for an interview		
1.4 state why it is important to prepare for an interview		
1.5 present themselves appropriately at the place of interview		
1.6 ask and respond to questions appropriately		
1.7 state why it is important to present oneself and respond to questions appropriately.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

I confirm that the evidence listed about is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 310

Work safely

2 credits

1. Be able to follow health and safety procedures

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 work safely following health and safety procedures						
1.2 respond to hazard warning signs and symbols						
1.3 communicate with supervisor on safety matters						
1.4 use, clean and store PPE, tools and equipment safely						
1.5 maintain personal safety and hygiene.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know how to work safely

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 state why safe working practices should be followed						
2.2 state why communication between worker and supervisor is important						
2.3 state why it is important to clean and store tools correctly and follow hygiene procedures.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Be able to respond to a fire or smoke alarm

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 recognise the appropriate warning signs, exit signs and fire extinguishers						
3.2 respond by leaving the building by the designated route immediately						
3.3 follow emergency evacuation and assembly procedures						
3.4 state why set emergency procedures should be followed.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 311

Working as part of a team

3 credits

This unit is barred with the following units:

- 211 Entry 2 Working as part of a group
- 411 Level 1 Working as part of a team
- 426 Level 1 Contributing to a team

1. Working as part of a team

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 state what is meant by the term team		
1.2 list different types of team		
1.3 give an example of a successful team		
1.4 list different roles in a team.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Understand the benefits of team working

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 list the factors that make an effective team		
2.2 list benefits of effective teamwork.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Understand how to work towards a team task

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 identify the task of the team		
3.2 plan the team task		
3.3 identify own role in achieving the team task		
3.4 identify others role in achieving the team task		
3.5 list the support and resources needed to help work towards the team task.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

4. Be able to follow the plan

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 follow plan						
4.2 suggest an improvement to the plan.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 311
Declaration

Working as part of a team



I confirm that the evidence listed above is my own work and was carried under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 312 Healthy living

2 credits

This unit is barred with the following units:

- 212 Entry 2 Healthy living
- 412 Level 1 Contribute to own healthy living
- 514 Level 2 Healthy living

1. Understand what is needed for a healthy lifestyle

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 list factors that contribute to a healthy lifestyle		
1.2 list barriers that prevent a healthy lifestyle		
1.3 identify ways in which a healthy lifestyle can be achieved.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Be able to maintain a healthy lifestyle

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 carry out activities to contribute to a healthy lifestyle		
2.2 review how activities have contributed to a healthier lifestyle.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

I confirm that the evidence listed above is my own work and was carried out under the condition and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 313

Personal presentation and hygiene

2 credits

1. Understand the importance of personal hygiene

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify what makes up a good personal hygiene routine		
1.2 state why good personal hygiene is important		
1.3 state the negative social effects of poor personal hygiene		
1.4 identify the health risks associated with poor personal hygiene.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Understand the importance of personal presentation

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify what is meant by good personal presentation		
2.2 state why good personal presentation is important		
2.3 state the negative effects of poor personal presentation.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 313 Personal presentation and hygiene

Declaration



I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 314

Safe learning in the workplace

3 credits

This unit is barred with the following units:

- 413 Level 1 Safe learning in the workplace

1. Understand health and safety legislation for the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 give a reason why health and safety legislation is important in the workplace		
1.2 identify the health and safety laws that apply to all workplaces.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Know about risks and hazards in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 list the main hazards in a workplace		
2.2 list the main risks in the workplace		
2.3 contribute to a risk assessment.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Know what responsibilities people have for safety in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 identify the person responsible for health and safety in the workplace		
3.2 identify own behaviour for safe practice in the workplace		
3.3 identify own responsibility for reporting hazards in the workplace		
3.4 identify steps to be followed in the case of:		
a. fire		
b. accident		
c. emergency.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 314 Safe learning in the workplace

Declaration



I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 315

Effective written communication for the workplace

2 credits

This unit is barred with the following units

- 204 Entry 2 Effective communication
- 304 Entry 3 Effective communication
- 322 Entry 3 Effective speaking for the workplace
- 404 Level 1 Effective communication

1. Understand different types of written communication

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify different types of written communication		
1.2 state the different situations where formal and informal written communication could be used.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Understand why effective written communication is important

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 state why effective written communication is important		
2.2 give examples of appropriate and inappropriate written language.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Be able to send a written communication for the workplace

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 send a formal written communication						
3.2 send an informal written communication						
3.3 answer a written communication.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Declaration

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 316

Undertaking work placement

3 credits

This unit is barred with the following units:

- 420 Level 1 Undertaking work placement

1. Be able to identify potential work placement opportunities

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 identify own skills and interests						
1.2 identify work placement opportunities which match own skills and interests.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know what is expected during the work placement

Assessment criteria (Knowledge)	Portfolio reference	
The learner can:		
2.1 identify appropriate behaviours and attitudes for the work placement		
2.2 identify the route and means of transport to take to attend the work placement on time		
2.3 identify different tasks to be performed during the work placement		
2.4 identify appropriate sources of support during the work placement		
2.5 identify a desired outcome of the work placement.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Be able to reflect on the experience of the work placement

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify what went well during the work placement						
3.2 identify what did not go well during the work placement						
3.3 identify what was learned about the job role and their work placement						
3.4 identify what was learned about personal qualities during the work placement						
3.5 identify how to build on the work placement experience.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 317
3 credits

Rights, responsibilities and citizenship

This unit is barred with the following units:

- **318** Entry 3 Investigating rights and responsibilities at work
- **416** Level 1 Rights, responsibilities and citizenship
- **417** Level 1 Investigating rights and responsibilities at work
- **441** Level 1 Rights and responsibilities in the workplace

1. Understand individual rights and responsibilities

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 give an example of a right		
1.2 give an example of a responsibility		
1.3 identify a relevant individual right		
1.4 identify sources of support or information about rights and responsibilities		
1.5 describe a personal responsibility		
1.6 describe a responsibility that an individual has to others.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Understand rights and responsibilities of a citizen

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 give an example of citizen’s rights and responsibilities as a:		
a. consumer		
b. member of a local community		
c. member of society		
2.2 state how a citizen’s rights are protected.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Understand aspects of rules and laws

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 give a reason why society needs rules		
3.2 give an example of a law and how it is enforced.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

4. Know different types of elections

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
4.1 list different types of elections that an individual can vote in		
4.2 identify who can vote in a general election.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Declaration

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 318

Investigating rights and responsibilities at work

1 credit

This unit is barred with the following units:

- 317 Entry 3 Rights, responsibilities and citizenship
- 416 Level 1 Rights, responsibilities and citizenship
- 417 Level 1 Investigating rights and responsibilities at work
- 441 Level 1 Rights and responsibilities in the workplace

1. Understand rights and responsibilities in the workplace

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify employee rights in the workplace		
1.2 identify employee responsibilities in the workplace		
1.3 identify employer responsibilities in the workplace		
1.4 state why the rights of others should be respected		
1.5 identify sources of help within the workplace.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Declaration

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Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 319

Candidate project

3 credits

This unit is barred with the following units:

- 418 Level 1 Candidate project
- 505 Level 2 Candidate project for learning and work

1. Plan a project (an activity or piece of research)

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 agree a suitable project						
1.2 list the stages involved in the project						
1.3 agree a timescale for the activities						
1.4 agree the plan with a suitable person.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Carry out a project

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 follow the project plan						
2.2 review progress with a suitable person						
2.3 complete the project.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Review the project

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 state what went well						
3.2 state what did not go well						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Guidance and Evidence

For criterion 1.1 the learner needs to **agree** a suitable project (a practical activity or a piece of research) with the assessor or supervisor. Evidence may be an assessor statement.

For 1.2 the learner needs to **list** the stages involved in the project.

For 1.3 the learner needs to **agree** a timescale for the activities ie with the assessor or supervisor.

For 1.4 the learner needs to **agree** the plan with a suitable person ie assessor or supervisor.

Evidence for 1.2 to 1.4 may be a detailed project plan signed by the learner and assessor.

For criterion 2.1 the learner needs to **follow** the project plan agreed in 1.4. Evidence may be a learner statement, annotated photos or a diary and an assessor observation or witness statement.

For 2.2 the learner needs to **review** progress with a suitable person ie tutor or supervisor. Evidence may be a written review record.

For 2.3 the learner needs to **complete** the project. Evidence may include the project outcome eg the completed piece of research or artefact, an assessor statement and/or a video, photo or audio recording.

For criterion 3.1 the learner needs to **state** what went well. This could be orally or in writing.

For 3.2 the learner needs to **state** what did not go well. This could be orally or in writing.

Evidence for 3.1 and 3.2 may be a learner statement or review record.

Unit 319
Declaration

Candidate project



I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 320 Enterprise activity

3 credits

This unit is barred with the following units:

- 321 Entry 3 Community project
- 419 Level 1 Enterprise activity: producing a product or service
- 421 Level 1 Community project

1. Be able to plan to an enterprise activity

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 choose an enterprise activity						
1.2 identify when and where to have the enterprise activity						
1.3 identify what needs to be done						
1.4 list the equipment and materials needed						
1.5 advertise the enterprise activity.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Be able to carry out an enterprise activity

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 undertake the enterprise activity safely.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Be able to review an enterprise activity

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify an aspect of the activity that went well						
3.2 identify an aspect of the activity that did not go well						
3.3 identify an improvement that could be made to the activity.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 320 Enterprise activity

Declaration



I confirm that the evidence listed above is my own work and was carried out under the condition and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 321 Community project

3 credits

This unit is barred with the following units:

- 320 Entry 3 Enterprise activity
- 419 Level 1 Enterprise activity: producing a product or service
- 421 Level 1 Community project

1. Agree a suitable community project

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 list options for a community project						
1.2 agree a suitable community project.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Plan a suitable community project

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 list who will do what						
2.2 agree a suitable time frame						
2.3 list any equipment and materials needed						
2.4 identify any help needed						
2.5 agree a suitable plan (with team members if working in a team).						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Contribute to a risk assessment for the project

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 list possible risks and hazards						
3.2 plan how to reduce any risks or hazards.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

4. Follow the project plan

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 carry out the tasks identified in the plan						
4.2 review progress with tutor (and team members if working in a team)						
4.3 revise plan as necessary						
4.4 work safely.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

5. Review the project

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
5.1 list what went well						
5.2 list what could have been improved.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 322

Effective speaking for the workplace

2 credits

This unit is barred with the following units:

- 204 Entry 2 Effective communication
- 304 Entry 3 Effective communication
- 315 Entry 3 Effective written communication for the workplace
- 404 Level 1 Effective communication
- 504 level 2 Communicating with others in the work place

1. Know why it is important to speak effectively at work

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 describe why it is important to speak effectively in the workplace		
1.2 describe why confidence is important to speaking effectively in workplace.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Be able to use language appropriate to a face to face situation in the workplace

Assessment criteria (Performance) The learner can:	Evidence date					
	Portfolio reference					
2.1 describe the difference between formal and informal language						
2.2 speak formally or informally as appropriate to the situation						
2.3 identify ways to show politeness when speaking to others in the workplace						
2.4 state the importance of positive body language in a face to face situation.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Be able to make and receive a telephone call in the workplace

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify the differences between a face to face and telephone conversation						
3.2 suggest ways to address some of the differences						
3.3 make a formal telephone call						
3.4 answer a telephone call in the workplace.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

4. Be able to contribute to conversations and discussions in the workplace

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 make relevant comments and suggestions						
4.2 ask and answer straightforward questions						
4.3 volunteer positive ideas or opinions.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 322

Effective speaking for the workplace

Declaration

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Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 323

Attitudes and values for personal development

1 credit

This unit is barred with the following units:

- **425** Level 1 Effective skills, qualities and attitudes for learning and work
- **502** Level 2 Effective skills, qualities and attitudes for learning and work

1. Understand the importance of personal attitudes and values

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 state what an attitude is		
1.2 state what a value is		
1.3 state the importance of own and others values		
1.4 identify own values and attitudes		
1.5 state how values and attitudes can influence personal success.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Understand how to develop personal strengths

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 state the importance of adaptability and flexibility		
2.2 state the importance of motivation		
2.3 state the importance of commitment		
2.4 state the importance of resilience		
2.5 review own personal strengths		
2.6 create an action plan to develop personal strengths.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Declaration

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Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 324

Take part in leisure activities

1 credit

1. Be able to recognise different types of leisure activities

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 identify leisure activities.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Be able to take part in leisure activities

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 take part in a challenging activity						
2.2 review a challenging activity						
2.3 take part in a relaxing activity						
2.4 review a relaxing activity.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

I confirm that the evidence listed above is my own work and was carried out under the condition and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 325

Recognise the benefits of leisure time

1 credit

1. Understand the meaning of leisure time

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 define the meaning of leisure time.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Be able to recognise leisure time activities

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 list leisure time activities						
2.2 identify time available for leisure.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Be able to recognise the benefits of leisure time

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 outline the benefits of leisure time.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 325

Recognise the benefits of leisure time

Declaration

I confirm that the evidence listed above is my own work and was carried out under the condition and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 326

Plan and make a journey on public transport

2 credits

1. Be able to plan and make a journey on public transport

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 plan to make a journey						
1.2 state why a journey should be planned						
1.3 prepare to make a journey						
1.4 state why journeys should be made in a responsible fashion						
1.5 make a journey.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Declaration

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Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 327

Lift and handle safely

2 credits

1. Be able to lift, handle and move objects and materials

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 prepare to lift items		
1.2 lift and move items safely.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Know why objects should be lifted safely

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 state the dangers of lifting objects		
2.2 state the dangers of using incorrect body postures/positions for lifting and moving objects.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 327 Lift and handle safely

Declaration



I confirm that the evidence listed above is my own work and was carried out under the condition and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 328

Wax and polish a motor car or van

3 credits

1. Be able to wax and polish a motor car or van

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 recognise vehicle to be waxed and polished						
1.2 recognise the main external parts of a vehicle						
1.3 prepare cleaning materials						
1.4 carry out activities to wax and polish a vehicle						
1.5 give a reason for following manufacturer's instructions						
1.6 state why the vehicle needs to be free from dirt						
1.7 give a reason for using soft cloths						
1.8 state why the correct cleaning materials should be used for different parts of the vehicle						
1.9 use, clean and store PPE safely.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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IQAs Name:	
IQAs Signature:	
Date:	

Unit 329

Remove, check and replace a wheel on a motor car or van

2 credits

1. Remove, check and replace a wheel on a motor car or van

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 recognise tools and equipment and check for safety to use						
1.2 give a reason for slackening wheel nuts before jacking up						
1.3 give a reason for using axle stands						
1.4 give a reason for using chocks						
1.5 remove wheel from vehicle						
1.6 check wheel for condition						
1.7 state why wheels need to be checked for condition						
1.8 replace wheel on vehicle						
1.9 use, clean and store PPE safely.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 330

Check and maintain levels of fluids in a motor car or van

2 credits

1. Be able to check and maintain the levels of fluids in a motor car or van

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 recognise fluids and fluid reservoirs						
1.2 carry out activities to check and maintain levels of fluids						
1.3 give a reason for checking that fluid used is correct grade and type						
1.4 give a reason for replacing reservoir caps securely						
1.5 use, clean and store PPE safely.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know why fluid levels require checking and maintaining

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 give a reason for checking fluid levels						
2.2 state why levels need maintaining.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 331

Check and maintain lights on a motor car or van

2 credits

1. Be able to check and maintain lights on a motor car or van

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 recognise lights on a vehicle						
1.2 check lights for correct functioning						
1.3 give a reason for checking lights are in working order						
1.4 give a reason for replacing non-functioning bulbs						
1.5 maintain lights on a vehicle						
1.6 give a reason for completing service records accurately.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 332

Replace spark plugs

1 credit

1. Be able to replace spark plugs

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 recognise tools and equipment and check for safety to use		
1.2 carry out activities to replace spark plugs		
1.3 give a reason for replacing a spark plug correctly		
1.4 give a reason for replacing the ignition lead(s) correctly		
1.5 use, clean and store PPE safely.		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 332 Replace spark plugs

Declaration



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Date:	

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Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 333

Introduction to the hospitality industry

1 credit

1. Know the main outlets in the hospitality industry

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 give examples of outlets in the hospitality industry						
1.2 state different services offered within the hospitality industry.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know the job opportunities within the hospitality industry

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 list job roles in the hospitality industry						
2.2 list the job opportunities available in the industry.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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Date:	

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Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 334

Work awareness

2 credits

1. Know the types of employers in the local area

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 Identify employers from different sectors in the local area						
1.2 Identify the employers' main area of business.						
1.3 Identify how employers make money or are funded.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Understand employers expectations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 list the expectations employers may have of their employees						
2.2 give a reason why the expectations of employers are important.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Be able to relate employer expectations to own activities

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify an activity that could meet an employers expectations						
3.2 give reasons why it is important to meet employer expectations.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 334 Work awareness Declaration



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Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 335

Environmental awareness

2 credits

This unit is barred with the following units:

- 219 Entry 2 Environmental awareness
- 439 Level 1 Environmental awareness

1. Demonstrate an awareness of how the actions of humans affect the environment

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 give examples of human behaviours which harm the environment		
1.2 give examples of human behaviours which help the environment		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Demonstrate an understanding of environmental issues which affects own life

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify different types of environmental issues which are relevant to them		
2.2 identify the effects that these issues have on their life.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Be able to take part in an activity to improve the environment

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 identify an activity that to improve the environment in own local area		
3.2 take part in an activity to improve the environment in own local area.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 336

Introduction to drug and alcohol awareness

2 credits

This units is barred with the following units:

- 442 Level 1 Introduction to alcohol awareness
- 444 Level 1 Introduction to drug awareness
- 525 Level 2 Drug awareness
- 526 Level 2 Alcohol awareness

1. Know the difference between soft drinks and alcoholic drinks

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 outline the difference between soft and alcoholic drinks.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know the difference between legal and illegal drugs

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 give an example of a legal drug						
2.2 give an example of an illegal drug.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Understand the effects of drug misuse

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 give examples of drug misuse						
3.2 give examples of the impact of drug misuse.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

4. Understand the effects of alcohol misuse.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 give examples of alcohol misuse						
4.2 give examples of the impact of alcohol misuse..						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

5. Know where to get help, advice and information to combat drug and/or alcohol misuse

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
5.1 give examples of where you can get support, advice and treatment to help overcome drug and/or alcohol misuse.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 336 Introduction to drug and alcohol awareness

Declaration



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Date:	

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IQAs Signature:	
Date:	

Unit 337 Dealing with problems in daily life

2 credits

This unit is barred with the following units:

- 220 Entry 2 Dealing with problems in daily life
- 430 Level 1 Dealing with problems

1. Understand how to recognise a straightforward problem

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 identify a straightforward problem		
1.2 share ideas of ways to tackle a problem.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

2. Understand how to tackle a problem

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 identify a way to tackle the problem		
2.2 identify a way to tackle the problem		
2.3 carry out activities to tackle the problem.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

3. Be able to review own progress in tackling the problem

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 identify what went well		
3.2 identify what did not go so well.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 337 Dealing with problems in daily life

Declaration



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IQAs Name:	
IQAs Signature:	
Date:	

Unit 340

Self-assessment

1 credit

This unit is barred with the following units

- 422 Level 1 Self assessment and development

1. Know own strengths and weaknesses

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 List own strengths						
1.2 List own weaknesses						
1.3 Identify weaknesses for improvement.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know own skills and qualities

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Identify own skills						
2.2 Identify own qualities						
2.3 List ways in which own skills can be helpful						
2.4 List ways in which own qualities can be helpful.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Know about setting goals

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 Identify a long term goal						
3.2 Identify short term goals.						
3.3 Identify how short term goals may be achieved.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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IQAs Name:	
IQAs Signature:	
Date:	

Unit 341

Health and safety in places of work

2 credits

1. Understand the relevant health and safety legislation for own place of work

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 state why health and safety legislation is important in the place of work.						
1.2 identify the health and safety legislation that applies to own place of work.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Be able to recognise own responsibility for keeping self and others safe

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 identify responsibilities for own and others' health and safety.						
2.2 carry out own work in a safe manner.						
Type of evidence ☒						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 341 Health and safety in places of work

Declaration



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IQAs Signature:	
Date:	

Unit 345

Introducing paint finishing skills

2 credits

1. Know the resources required to apply paint finish.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 identify the resources required to:						
a. access surfaces						
b. prepare surfaces						
c. paint surfaces.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Be able prepare surfaces and work area

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 use safe working practices to:						
a. erect proprietary access equipment						
b. prepare work area						
c. prepare surfaces						
d. display appropriate signs.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Be able to apply paint.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 use safe working practices to apply paint using						
a. brush						
b. rollers						
3.2 display appropriate signs on completion.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

4. Be able to clean up on completion.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 use safe working practices to clean						
a. tools						
b. equipment						
c. work area.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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Unit 346

Recognise and use hand tools and materials used in construction

2 credits

1. Be able to recognise and use hand tools and materials used in construction

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 recognise a range of hand tools						
1.2 recognise materials used for construction						
1.3 check tools and equipment are safe to use						
1.4 give a reason for checking that tools are safe to use						
1.5 carry out activities to use hand tools						
1.6 state why it is important to clean, treat and store tools correctly after use						
1.7 clean, treat and store hand tools after use						
1.8 use, clean and store PPE safely.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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IQAs Signature:	
Date:	

Unit 348

Introducing site carpentry skills

2 credits

1. Know the resources required to produce basic carpentry joints

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 Identify carpentry:						
a. hand tools						
b. materials.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Be able to joint timber

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Use safe working practices to:						
a. measure						
b. mark out						
c. gauge						
d. cut						
e. assemble						
f. clean up work area.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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Date:	

Unit 370

Introduction to retail

2 credits

1. Be able to identify different types of retailer.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 give examples of different types of retailer .						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Be able to identify where different types of retailers are located.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 identify different types of retail location						
2.2 outline the reasons for a particular retail location.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Know the different ways to shop within the retail industry.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 state different ways to shop within the retail industry						
3.2 give examples of products sold by different retailers.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

4. Know a range of services retailers offer to their customers.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 outline a range of services retailers can offer their customers						
4.2 give examples of some of the services that a retailer can offer their customers.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

5. Be able to identify different job roles within a retail environment.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
5.1 give examples of different job roles within a retail environment						
5.2 outline the main responsibilities of a job role within a retail environment.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 370

Introduction to retail

Declaration

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Date:	

Unit 371

Introduction to customer service

2 credits

1. Know why personal appearance is important in the workplace.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 state why personal appearance is important for work						
1.2 state why following a dress code is important for work						
1.3 state why personal hygiene is important for work.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know the difference between internal and external customers.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 define the term internal customer						
2.2 define the term external customer.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Know how to communicate with customers.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 state how to greet customers in a positive way						
3.2 outline the importance of use of tone when communicating with customers						
3.3 outline the importance of speaking clearly when communicating with customers						
3.4 outline the importance of positive body language when communicating with customers.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 371

Introduction to customer service

Declaration

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Date:	

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Date:	

Unit 375

Behaviour in a business administration environment

2 credits

This unit is barred with the following unit:

- 475 Level 1 Behaviour in a business administration environment

1. Understand how to communicate in a business administration environment.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 communicate appropriately with others in a business administration environment						
1.2 use appropriate language for a business administration environment.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know how to behave appropriately in a business administration environment.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 state the importance of workplace values						
2.2 give examples of appropriate work place behaviour.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Know about the requirements that organisations' have relating to confidentiality and security.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 give examples of requirements that relate to						
• confidentiality						
• security.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

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IQAs Signature:	
Date:	

Unit 376

Create a good impression on customers

2 credits

This unit is barred with the following unit:

- 476 Level 1 Create a positive impression on customers

1. Know a range of dress codes for different job roles.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 list appropriate dress codes for different job roles						
1.2 state inappropriate dress for different job roles						
1.3 identify different dress codes in different industries.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know the importance of creating a good impression on customers.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 state the importance of making a good first impression on customers						
2.2 list reasons why personal appearance may cause different reactions from customers						
2.3 outline ways to present self to make a good impression on customers.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Know how to meet customer expectations.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 list methods of communicating with customers to establish expectations						
3.2 state appropriate methods of communication when dealing with customers						
3.3 list types of language that should be avoided when dealing with customers						
3.4 list ways to confirm customer expectations have been met.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 376

Create a good impression on customers

Declaration

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Unit 377

The customer service experience

2 credits

This unit is barred with the following unit:

- 477 Level 1 Create a positive impression on customers

1. Know about the customer service experience.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 list a range of customer service situations						
1.2 list steps in a customer service process.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

2. Know how customer satisfaction is achieved.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 identify the link between customer expectations and customer satisfaction						
2.2 identify customer service delivery that provides customer satisfaction.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

3. Be able to build a positive relationship with customers.

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 identify customer feelings to build a positive relationship with them						
3.2 speak clearly to customers.						
Type of evidence →						

Unit 377 The customer service experience

Declaration

I confirm that the evidence listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQAs Name:	
IQAs Signature:	
Date:	

Appendix 1: Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the Centre document library on <https://www.cityandguilds.com> or click on the links below:

Centre Handbook: Quality Assurance Standards

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on:

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the centre contract.

Centre Handbook: Quality Assurance Standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre-assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre assessments.

Access arrangements: When and how applications need to be made to City & Guilds provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **Centre document library** also contains useful information on such things as:

- conducting examinations
- registering learners
- appeals and malpractice.

Useful contacts

Please visit the **Contact us** section of the City & Guilds website.

City & Guilds

For over 140 years, we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life-changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-

quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group.

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