

Employment Skills L1 (M/616/0467)

MCQ assessment option available

For use in AIM Awards centres



Component Credit Value:	3
Component Level:	One
Component Guided Learning Hours:	27
Ofqual Component Reference No:	M/616/0467
Component Review Date:	31/07/2022
Component Sector:	14.2 Preparation for Work

Component Summary

This component gives the learner the knowledge and understanding of the basic principles of employment, business and enterprise. It introduces the learner to the importance of entrepreneurial skills within business and encourages them to consider their own role in employment, business and enterprise.

Standards

This component has **4** standards

1	Know about employment responsibilities and rights
2	Know the skills and requirements of running a business
3	Know enterprise within business
4	Know about customer service

It is expected that before the component is delivered, the Tutor/Assessor will have read the Qualification Handbook to ensure all conditions regarding Rules of Combination, delivery, assessment and internal quality assurance are fulfilled.

Summary of Assessment

This component may be assessed through:

1) an internally set, internally marked and externally verified portfolio of evidence. The information on the following pages details what the learner must successfully complete to achieve the component. Knowledge that must be demonstrated by the learner is highlighted in purple and any associated assessment requirements have been provided. Assessment verbs are displayed in *italics* and expectations for these at each level, along with information on different assessment methods, are available in 'A Guide to Assessing AIM Awards Qualifications' on the AIM Awards website (www.aimawards.org.uk).

This document has been designed to be used as a Record of Learner Achievement Form; Assessors must make it clear to Internal and External Verifiers where achievement of each standard has been evidenced. Once the work has been marked and signed off as meeting the standards by the Assessor, final feedback should be provided to the learner.

Or

2) an externally set, externally marked online Multiple Choice Question (MCQ) exam. The online multiple choice exam must be invigilated by an AIM approved invigilator. Further information on our requirements is detailed in the qualification handbook.

Where a component may be assessed through either portfolio of evidence, or an externally set, externally marked MCQ exam, the centre must choose one of these assessment methods for the assessment of the component.

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1 The learner will know about employment responsibilities and rights

The learner must know:		Assessment Requirements		Evidence Location
1.a	The aspects of employment covered by law	Learners should <i>list</i> the aspects of employment covered by law.	The following assessment methods can be used in the assessment of this standard: <ul style="list-style-type: none"> • Written tasks/questions and answers • Oral questions and answers • Group discussion • Learner log/reflective journal • Observation of practical ability • Expert witness evidence • Professional discussion • Report This list is not exhaustive and other appropriate assessment methods may be used.	
1.b	Employer responsibilities in the workplace	Learners should <i>identify</i> a minimum of three employer responsibilities in the workplace.		
1.c	Agreed ways of working with employers	Learners should <i>identify</i> agreed ways of working with employers.		
1.d	Available guidance and support for employment issues	Learners should <i>list</i> available guidance and support for employment issues.		
1.e	The personal information that must be kept up to date with employers	Learners should <i>identify</i> the personal information that must be kept up to date with employers.		

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2 The learner will **know the skills and requirements of running a business**

The learner must know:		Assessment Requirements		Evidence Location
2.a	The skills needed within a workforce to help a business/enterprise to be successful	Learners should <i>identify</i> the skills needed within a workforce to help a business/enterprise to be successful.	The following assessment methods can be used in the assessment of this standard: <ul style="list-style-type: none"> • Written tasks/questions and answers • Oral questions and answers • Group discussion • Learner log/reflective journal • Observation of practical ability • Expert witness evidence • Professional discussion • Report This list is not exhaustive and other appropriate assessment methods may be used.	
2.b	The qualities needed within a workforce to help a business/enterprise to be successful	Learners should <i>identify</i> the qualities needed within a workforce to help a business/enterprise to be successful.		
2.c	The basic functions of running a successful business	Learners should <i>list</i> the basic functions of running a successful business.		
2.d	The advantages/disadvantages for different types of networking.	Learners should <i>list</i> a minimum of three advantages and three disadvantages for different types of networking.		

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2.e	Ethical issues a business needs to consider	Learners should <i>identify</i> a minimum of three ethical issues a business needs to consider.		
2.f	Why a business may have financial problems	Learners should <i>identify</i> why a business may have financial problems.		

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3 The learner will know enterprise within business

The learner must know:		Assessment Requirements		Evidence Location
3.a	Entrepreneurial skills needed within a workforce to make a business successful	Learners should <i>list</i> a minimum of three entrepreneurial skills needed within a workforce to make a business successful.	The following assessment methods can be used in the assessment of this standard: <ul style="list-style-type: none"> • Written tasks/questions and answers • Oral questions and answers • Group discussion • Learner log/reflective journal • Observation of practical ability • Expert witness evidence • Professional discussion • Report This list is not exhaustive and other appropriate assessment methods may be used.	
3.b	Situations where entrepreneurial qualities are important	Learners should <i>identify</i> a minimum of three situations where entrepreneurial qualities are important.		
3.c	The financial risks of developing new ideas	Learners should <i>identify</i> the financial risks of developing new ideas.		
3.d	The key differences between: <ul style="list-style-type: none"> a) Sole Proprietors b) Partnerships c) Companies 	Learners should <i>identify</i> the key differences between: <ul style="list-style-type: none"> a) Sole Proprietors b) Partnerships c) Companies 		

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4 The learner will know about customer service

The learner must know:		Assessment Requirements		Evidence Location
4.a	Why it is important to make a good first impression	Learners should <i>identify</i> why it is important to make a good first impression.	The following assessment methods can be used in the assessment of this standard: <ul style="list-style-type: none"> • Written tasks/questions and answers • Oral questions and answers • Group discussion • Learner log/reflective journal • Observation of practical ability • Expert witness evidence • Professional discussion • Report This list is not exhaustive and other appropriate assessment methods may be used.	
4.b	Examples of: a) good customer service b) bad customer service	Learners should <i>list</i> a minimum of three (of each) examples of: a) good customer service b) bad customer service		
4.c	What makes good customer service	Learners should <i>identify</i> what makes good customer service.		
4.d	People that need to be informed in response to a complaint make by a customer	Learners should <i>identify</i> people that need to be informed in response to a complaint make by a customer.		

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4.e	Positive ways of dealing with complaints made by customers	Learners should <i>list</i> a minimum of three positive ways of dealing with complaints made by customers.		
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Final Tutor Feedback (Strengths and Areas for Improvement):

Learner Submission Disclaimer

I declare that this is an original piece of work and that all of the work is my own unless referenced.

Assessor Disclaimer

I confirm that this learner's work fully meets all the assessment requirements listed above at the correct level and that any specified evidence requirements have been addressed.

Assessor: _____ **Learner:** _____ **Date:** _____

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Document Version History

<i>Version Number</i>	<i>Date</i>	<i>Description</i>
2	June 2021	MCQ assessment option available for this component (details on page 2)

It is expected that before the component is delivered, the Tutor/Assessor will have read the Qualification Handbook to ensure all conditions regarding Rules of Combination, delivery, assessment and internal quality assurance are fulfilled.