

NOTICE TO CENTRES

FAO: Business Administration, Customer Service and Management Tutors

Date: May 2015

Subject: Business Administration, Customer Service and Management & Leadership

CHANGES TO EMPLOYEE RIGHTS AND RESPONSIBILITIES (ERR) WORKBOOK – MESSAGE FROM SKILLS CFA

Skills CFA, the Sector Skills Council for Customer Service, Management and Business Administration, is currently going through a rebranding transition period and their new e-learning portal will be within the new branding of **Instructus Skills**.

The Skills CFA Employee Rights and Responsibilities (ERR) workbook will be removed from the Skills CFA website on 1 May 2015. From this date you will be able to access the online Instructus Skills ERR workbook via the new e-learning portal.

The online Instructus Skills ERR workbook has been amended and updated with additional questions which have been mapped to the Employee Rights and Responsibilities unit (L/506/1905) contained within the combined apprenticeship qualifications. A mapping document will shortly be shared with Awarding Organisations. This will be uploaded to the apprenticeship web pages of the [OCR website](#) so that centres can decide whether the online Instructus Skills ERR workbook could be used as an assessment tool for the ERR unit.

Learners are still able to complete the ERR unit (L/506/1905) or a standalone ERR Award qualification as an alternative to the Instructus Skills ERR workbook.

Registration for the new e-learning portal will be free for both providers and learners and you will have access to free resources, such as PLTS mapping, standards and qualification documents. Upon launch there will also be products available at cost including the online Instructus Skills ERR workbook, which will be priced at £5 per learner. Assessors can also choose to purchase a copy of the newly developed Instructus Skills ERR Model Answerbook for £30.

Learners who were registered on their apprenticeship before 1 May 2015 will still be able to complete the Skills CFA ERR workbook if copies were downloaded before removal. After 1 May the online Instructus Skills ERR workbook will be available on the new e-learning portal and learners commencing their apprenticeship on or after 1 May should complete this version. However there will be a dual running period whereby learners commencing their apprenticeships on or after 1 May can also complete the Skills CFA workbook up until 30 June 2015 if copies are available.

notice to centres *continued*

If you have any queries about this notice, please contact **Skills CFA directly:**
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