

Unit Title:	Understanding the Employment Related Services Sector
OCR unit number:	1
Sector unit number:	
Level:	Level 3
Credit value:	5
Guided learning hours:	33
Unit reference number:	M/503/2400

Unit purpose and aim

This unit provides an overview of the employment related services sector and has been designed to provide the basis for an induction programme for those entering the sector.

Learning Outcomes	Assessment Criteria	Teaching Content
<p>The Learner will:</p> <p>1 Understand the role of the employment related services sector</p>	<p>The Learner can:</p> <p>1.1 Describe the role of the sector</p> <p>1.2 Describe the objectives of the sector</p> <p>1.3 Describe the responsibilities of key stakeholders</p> <p>1.4 Summarise the relationship between own organisation and key stakeholders</p> <p>1.5 Explain own job role in relation to the needs of key stakeholders</p> <p>1.6 Describe how to meet contractual obligations that apply to own job role</p>	<ul style="list-style-type: none"> • Development of sector, sometimes also referred to as Welfare to Work, relationship with government policy. • Developing opportunities for sustainable employment. • Aims and objectives of the sector as a whole – employers, job seekers, government departments and agencies. • Identifying opportunities, supporting and maintaining sustainable employment, supporting employers and job-seekers. • Role of Personal Advisors, Employment Brokers and others. Contracts with other parties, terms of contracts, expectations.
<p>2 Understand the programmes and services delivered in the employment related services sector</p>	<p>2.1 Describe the aims of different types of employment related programmes</p> <p>2.2 Describe the service recipients of employment related programmes</p> <p>2.3 Describe services delivered in the sector</p>	<ul style="list-style-type: none"> • Range of programmes available. Objectives of those available. • Services available to different client groups.

Learning Outcomes	Assessment Criteria	Teaching Content
	2.4 Explain the relationships that exist between programmes and services	
3 Understand the primary frameworks that underpin effective practice in the employment related services sector	3.1 Describe the primary frameworks 3.2 Explain how to ensure compliance with industry standards for <ul style="list-style-type: none"> • ethical conduct • effective practice 3.3 Explain how to ensure compliance with legislation and/or regulations relevant to delivery of employment related services 3.4 Describe how to comply with organisational standards relating to service delivery	<ul style="list-style-type: none"> • Consider the sector as a whole. Legislation that applies generally, e.g. Data Protection, Health & Safety, etc. Industry specific legislation e.g. Safeguarding. • Processes and procedures to ensure compliance with industry specific legislation. Codes of practice that apply. • What records or other evidence that shows that these are complied with.
4 Understand labour market information for delivery of employment related services	4.1 Identify labour market information that is relevant to delivery of services in own area of responsibility 4.2 Explain how to collect current, relevant labour market information from reliable sources 4.3 Describe the key characteristics of the labour market for: <ul style="list-style-type: none"> • major industries • key employers and occupations • skills in demand • trends • other factors affecting the labour market 	<ul style="list-style-type: none"> • General information available about the labour market and that which is relevant to own service. • How to access the information that is relevant to your service. Show how to check that it is reliable and up to date. • Key factors for the industries, employers etc. that organisations deal with.
5 Understand how to improve service delivery by using labour market information	5.1 Identify specific improvements that could be made to the service delivery as a result of labour market information 5.2 Describe how to use the results of labour market analysis to improve service delivery in own job role or own team	<ul style="list-style-type: none"> • General information available and the track record of own organisation • Areas for improvement; implementation of improvements.

Assessment

This unit is internally assessed by centre and externally verified by OCR.

Evidence requirements

This knowledge-based unit can be assessed through:

Questioning: This may be oral or written but evidence of the questioning must be recorded in an appropriate format. In addition the assessor may ask questions to clarify aspects of practice.

Professional discussion: A structured discussion with the assessor, about performance of specific activities and a reflection on the reasons why they are practised that way. The key aspects of this discussion will be recorded in a suitable format as evidence in a portfolio.

Guidance on assessment and evidence requirements

Please refer to the OCR Centre Handbook available from the OCR website www.ocr.org.uk.

You should refer to the 'Admin Guide: Vocational Qualifications (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

Occupational standards	Unit number	Title
N/A		

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	
Reading	✓	Analysing		Find and select information	
Writing	✓	Interpreting	✓	Develop, present and communicate information	

Resources

Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc. might be of help, but you are not expected to reproduce other people's written work.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk.