

Unit 12: Work experience in IT (LEVEL 2)

Learning outcomes

By completing this unit candidates will develop skills, knowledge and understanding required to work in a real business environment by undertaking and learning from a work experience placement.

For the candidate to successfully complete this unit, their work experience placement must be with a business that specifically uses IT.

Candidates will produce evidence to meet the unit assessment objectives in order to show that they understand:

- the structure, organisation and roles within a business
- how to work in a healthy and safe manner
- how to behave appropriately and maintain good personal presentation
- how to plan and undertake tasks
- how to evaluate own performance.

It is anticipated that a candidate will require 60 guided learning hours to complete this unit.

Assessment objectives	Knowledge, understanding and skills
1 Describe the structure and purpose of the workplace organisation	Workplace organisation: <ul style="list-style-type: none">• main purpose• key activities Management structure: <ul style="list-style-type: none">• main features• key personnel• roles• main customer and client group served by the workplace organisation
2 Review workplace roles within the workplace organisation	Workplace roles: <ul style="list-style-type: none">• own role• role of supervisors• way in which own role contributes to the overall aims of the organisation
3 Describe how to work in a healthy and safe way in the workplace organisation	<ul style="list-style-type: none">• Health and Safety at Work Act• safety hazards (assessing risk)• precautions• safety equipment• reporting procedures• first aid at work, first aiders, health and safety representatives• procedures for emergencies and certain accidents• own rights and responsibilities

Assessment objectives	Knowledge, understanding and skills
4 Illustrate how to comply with agreed standards for personal behaviour and presentation in the workplace organisation	<p>Agreed standards:</p> <ul style="list-style-type: none"> • equal opportunity policy • organisation procedures • dress codes • time-keeping • reliability • confidentiality • data protection • keep to agreed standards with minimum supervision
5 Plan tasks to be carried out in the workplace	<p>Plan for at least 3 tasks, one task must be as part of a team</p> <p>Plan in terms of:</p> <ul style="list-style-type: none"> • instructions • steps in tasks • resources needed • health and safety issues • estimated time-scales for completion • relevant legislation/policies to be followed • team members and roles of team members • required knowledge and skills to carry out tasks • requirements to check quality
6 Undertake tasks in the workplace, using appropriate skills for work	<p>Carry out at least 3 tasks</p> <p>Appropriate skills:</p> <ul style="list-style-type: none"> • teamwork • problem solving • communication • information giving • seeking guidance • following instructions • complete tasks in line with requirements
7 Evaluate performance of tasks	<p>Evaluate in terms of:</p> <ul style="list-style-type: none"> • meeting requirements of the plan • meeting the requirements of the business • improvements/recommendations for future tasks <p>Evidence to support evaluation:</p> <ul style="list-style-type: none"> • own evaluation • feedback from supervisor • contribution of tasks to workplace goals

Assessment

This unit is centre assessed and externally moderated.

In order to achieve this unit, candidates must produce a portfolio of evidence showing that they have met all of the assessment objectives.

Portfolios of work must be produced independently. They will need to be made available, together with witness statements and any other supporting documentation, to the OCR Visiting Moderator when required.

Centres must confirm to OCR that the evidence produced by candidates is authentic. An OCR Centre Authentication Form is provided in the Centre Handbook and includes a declaration for assessors to sign. It is a requirement of the QCA Common Criteria for all Qualifications that proof of authentication is received.

Guidance on assessment and evidence requirements

This unit can only be evidenced by the candidate in the workplace.

The candidates must use a work experience placement as a basis for their evidence for this unit. The Tutor's careful choice of placement will be paramount to the candidates being able to achieve all the assessment objectives. All of the assessment objectives must be related to the work placement.

For Assessment Objective 1 candidates must describe the workplace organisation and management structure as outlined in the knowledge, understanding and skills. In order to achieve this assessment objective candidates will need to have access to the structure of the business they have been placed in and the key activities of the business. They will need to know the management structure and the roles undertaken by key personnel within that structure. They will also need access to the type of clients that the business deals with.

For Assessment Objective 2 candidates will need to explain their own role and that of their supervisor(s). They will then need to gain a general understanding of their role within the business and that of team members and supervisors.

For Assessment Objective 3 candidates need to relate the theory of the bullet points outlined in the knowledge, understanding and skills to their own experiences in the workplace organisation. They will need to investigate the procedures their workplace organisation uses to maintain a safe and healthy work environment. Candidates need to demonstrate that they can work within the constraints of the Health and Safety at Work Act. Candidates will have to question members of the organisation to find out information concerning procedures for emergencies and accidents, the reporting procedures, and who are the qualified first aiders.

For Assessment Objective 4 candidates must state how they complied with the bullet points outlined in the knowledge, understanding and skills section. They need to clearly support their evidence with examples. Candidates must describe the agreed standards within the work placement and illustrate how they complied with these standards.

For Assessment Objective 5 candidates are required to show that they have been able to plan some of their working day, making reference to the bullet points in the knowledge, understanding and skills. They will need to describe how they set about planning how to carry out at least 3 tasks, one of which must be as part of a team. A witness statement from the employer would provide extra evidence.

For Assessment Objective 6 candidates will need to provide evidence that they have completed the 3 tasks within the workplace using the skills outlined in the knowledge, understanding and skills. A witness statement from their employer will need to clearly identify the skills that they have used.

Assessment Objectives 5 and 6 require the candidate to demonstrate their skills in planning their own work schedules and undertaking different tasks using appropriate skills. They will need to think carefully about what they are required to do, when in the day they will tackle each task and then carefully identify all the skills that they used in order to complete those tasks. If the candidates keep a diary of their work placement recording what they do everyday and how they tackled each individual task this would supply them with the basic evidence for these two assessment objectives. It would also enable them to evaluate their performance over the time at their placement, which would supply them with some of the evidence for Assessment Objective 6. The remaining evidence for this objective would come from the supervisor's report, or work placement report.

Assessment Objective 7 links Assessment Objectives 5 and 6. Candidates will plan their work and then undertake the tasks. They are then required to evaluate their own performance of these tasks. They should evaluate their performance in terms of:

- meeting requirements of the plan
- meeting the requirements of the business
- improvements/recommendations for future tasks.

In order to achieve the assessment objective candidates will need to obtain feedback from their supervisor which will form part of their own evaluation. They will also need to consider how their contribution of tasks supported the workplace goals.

Signposting to Key Skills

- ✓ The unit contains opportunities for developing the Key Skill, and possibly for generating portfolio evidence, if teaching and learning is focused on that aim.

Key Skill reference		Key Skill reference		Key Skill reference	
C2.1a	✓	ICT2.1	✓	NT2.1	✓
C2.1b	✓	ICT2.2	✓	NT2.2	
C2.2	✓	ICT2.3	✓	NT2.3	✓
C2.3	✓				

Mapping to National Occupational Standards

National Occupational Standards	Reference ID	Title
IT Users (e-skills UK)	MAIL2	E-mail Level 2
Contact Centres (e-skills UK)	CCIWC	Interpersonal and written communication
IT Users (e-skills UK)	MSU2	Make selective use of IT Level 2
IT Users (e-skills UK)	PS2	Presentation software Level 2
IT Users (e-skills UK)	UEI2	Use IT to exchange information Level 2
IT Users (e-skills UK)	WP2	Word processing software Level 2
IT Users (e-skills UK)	WP3	Word processing software Level 3

Resources

This section provides suggestions of suitable resources. The list is neither prescriptive nor exhaustive, and candidates should be encouraged to gather information from a variety of sources. Some suggested resources are intended for Tutor use. The resources in this section were correct at the time of production.

Publications

Preparation for Working Life – guidance for schools on managing a co-ordinated approach to work related learning at Key Stage 4, QCA ref QCA/99/384

Pre-16 work experience practice in England: an evaluation, DfES

Work Experience – a guide for schools, DfES SPD/WES/011199

Work Experience – a guide for employers, DfES SPD/WEE/01/119

Learning from work experience – a guide to successful practice, QCA/97/008

Websites

Learning and Skills Development Agency.
www.lsda.org.uk

Centre for Education and Industry.
www.warwick.ac.uk/cej

http://www.support4learning.com/careers/work_exp.htm
Provides essential checklists for school, college and university students throughout the year.

<http://www.workexperience.co.uk/>
This site provides information for work experience organisers.

<http://www.workthing.com>
A job site – for jobs and careers in sales, retail, IT, catering etc.

<http://www.careers-portal.com>
Career and educational publisher.

http://www.nebpn.org/work_experience.htm
A site to help prepare young people for the challenges of adult working life.

Grading

Assessment Objective	Pass	Merit	Distinction
AO1 Describe the structure and purpose of the workplace organisation	Candidates will give a brief description of the structure and purpose of workplace demonstrating a limited understanding of key personnel and their roles.	Candidates will give a brief description of the structure and purpose of the workplace and explain the importance of key personnel in relation to their roles.	Candidates will give a detailed description of the structure and purpose of the workplace and explain the importance of key personnel in relation to their roles. Their information will be clearly presented and may use hierarchy charts.
AO2 Review workplace roles within the workplace organisation	Candidates will give a brief description of own role and supervisor roles in the workplace. They will show a limited understanding of the way in which their roles contributes to the work of the organisation.	Candidates will give a brief description of own role and supervisor roles in the workplace. They will explain how their role contributes to the work of the organisation.	Candidates will give a detailed description of own role and supervisor roles in the workplace. They will explain how their role contributes to the work of the organisation and the implications if their work is unsatisfactory.
AO3 Describe how to work in a healthy and safe way in the workplace organisation	Candidates will make a short list of hazards and will give short statements about how these should be dealt with. They will outline general points relating to reporting procedures and procedures for emergencies and accidents. They will identify First Aiders and Health and Safety representatives in the workplace. They will show a general understanding of rights and responsibilities.	Candidates will make a short list of hazards clearly linked to an IT workplace and make short statements about how these should be dealt with. They will clearly describe reporting procedures and procedures for emergencies and accidents. They will identify First Aiders and Health and Safety representatives in the workplace and will give a short description of their work. They will show an understanding of rights and responsibilities related to an IT workplace.	Candidates will make a comprehensive list of hazards clearly linked to an IT workplace and make statements about how these should be dealt with. They will describe reporting procedures and procedures for emergencies and accidents in detail. They will identify First Aiders and Health and Safety representatives in the workplace and will give an accurate and detailed description of their work. They will show an understanding of rights and responsibilities related to an IT workplace.

Assessment Objective	Pass	Merit	Distinction
AO4 Illustrate how to comply with agreed standards for personal behaviour and presentation in the workplace organisation	Candidates will give general examples relating to a limited range of workplace standards.	Candidates will give examples relating to a range of workplace standards clearly linked to an IT workplace.	Candidates will give detailed examples relating to a comprehensive range of workplace standards; the examples will be clearly linked to an IT workplace.
AO5 Plan tasks to be carried out in the workplace	Candidates will produce plans for three tasks; one of the tasks will involve working as part of a team. Candidates' plans will show a basic understanding of the main steps involved in workplace activities and the time and resources needed. They will show a limited awareness of team work, health and safety issues and the necessary underpinning knowledge and skills.	Candidates will produce plans for three tasks; one of the tasks will involve working as part of a team. Candidates' plans will show a sound understanding of the main steps involved in workplace activities and their sequence. They will give accurate estimates of the time and resources needed. They will give a brief description of team work, health and safety issues and the necessary underpinning knowledge and skills.	Candidates will produce plans for three tasks; one of the tasks will involve working as part of a team. Candidates' plans will show a comprehensive understanding of the main steps involved in workplace activities and their sequence. They will give accurate estimates of the time and resources needed. They will describe relevant legislation and policies. They will give a detailed description of team work, health and safety issues and the necessary underpinning knowledge and skills.
AO6 Undertake tasks in the workplace, using appropriate skills for work	Candidates will carry out tasks in the workplace at a basic level with close supervision. They may need support in meeting deadlines.	Candidates will carry out basic and more complex tasks in the workplace with some supervision and will meet deadlines.	Candidates are able to carry out basic and more complex tasks in the workplace with the minimum of supervision and will meet deadlines. They will show some initiative.
AO7 Evaluate performance of tasks	Candidates will make a brief review of what they did to complete tasks and whether they met deadlines. They will make limited suggestions as to how to improve their work.	Candidates will make a review including feedback from supervisors of what they did to complete tasks and whether they met deadlines. They will make a number of suggestions as to how to improve their work.	Candidates will make a detailed review including feedback from supervisors of what they did to complete tasks and whether they met deadlines. They will make a number of suggestions as to how to improve their work. They will give a clear description of how tasks relate to workplace goals.