

Entry Level 3 – Unit 5 Providing personal information for working life

Assessment guidance for centre assessors

Assessment must take place before submitting candidate work to the OCR Examiner-moderator. This should be made evident by the centre assessor using annotations (i.e. ticks and comments). Centre assessors must refer to the Teaching Content contained within the Unit specification.

Task no	Assessment criteria	Guidance
1a	1.1 Identify working life situations when an individual needs to provide personal information	Candidates must identify three working life situations when they will need to provide personal information. One situation may be given to the candidate; the remainder must be the candidate's own choice. An example of a working life situation: when visiting a supplier and identifying yourself.
	1.2 Identify personal information an individual needs to provide in working life situations	Candidates must identify at least ten types of personal information that will be needed in the working life situations chosen in AC1.1. Candidates might do this through a list, by completing sentences or through a matching activity. The responses given should be appropriate for the situation chosen. For example it would be incorrect to supply an internet user id or name of GP when visiting a supplier.
1b	1.3 Identify how personal information is provided in working life situations	Candidates must identify four different ways of presenting personal information for working life situations. Candidates might do this through a list, by completing sentences or through a matching activity. Single words or short phrases are required. When completing the OCR evidence booklet each format may be used once only. Answers: 1 – Using word processing software, in handwriting or electronically; 2 – face-to-face; 3 – by phone; 4 – in handwriting, using word processing software or electronically.

Task no	Assessment criteria	Guidance
2a	2.1 Make a routine telephone call for a familiar situation, providing own personal information	Candidates must make one outgoing routine telephone call (real or simulated). A witness statement must identify two pieces of personal information provided during the call. The purpose of the call should be stated. The witness must confirm that the telephone call was completed effectively, eg candidate spoke clearly, listened carefully and clarified information. The witness statement should be signed and dated by the witness, who should also give their position within the organisation and print their name.
2b	2.2 Receive a routine telephone call for a familiar situation, providing own personal information	Candidates must receive one incoming routine telephone call (real or simulated). A witness statement must identify two pieces of personal information provided during the call. The purpose of the call should be stated. The witness must confirm that the telephone call was completed effectively, eg candidate spoke clearly, listened carefully and clarified information. The witness statement should be signed and dated by the witness, who should also give their position within the organisation and print their name.
3a	3.1 Complete a form relevant to working life	<p>Candidates must complete one form, following instructions relating to its completion. All parts of the form must be completed. The form must be legible and fit-for-purpose, eg no crossing out. Candidates must write Not Applicable or None if they do not have an email address.</p> <p>If a centre substitutes their own form, these must be fully completed and contain five pieces of information including name. A signature and date do not count as personal information.</p> <p>Forms may be completed electronically but the candidate must complete the form themselves.</p>

Task no	Assessment criteria	Guidance
3b	3.2 Produce a curriculum vitae (CV) with personal information for use in working life, to include: <ul style="list-style-type: none"> • name • contact details • education (with dates) • personal skills and attributes • other relevant information 	<p>Candidates must produce a CV that is either handwritten or word processed.</p> <p>The CV must include the first four bullets listed in AC3.2. For the fifth bullet, at least one of the following categories should be provided: qualifications (achieved or being worked towards, with dates), work experience/current employment (with dates), interests/hobbies and the full name, relationship to candidate and contact details of one referee.</p> <p>The CV must be attached to the evidence. It must be legible and follow an appropriate structure. It should not contain errors. Tutors may provide a template.</p>
	3.3 Produce a curriculum vitae (CV) for use in working life, checking that it is <ul style="list-style-type: none"> • legible • logical • in an appropriate format • checked and free from errors 	
4	4.1 Collect evidence of personal achievements	<p>Candidates must collect evidence of two personal achievements. Candidates must present evidence of two personal achievements. This evidence should not be submitted to OCR but a witness statement should indicate whether the evidence has been provided verbally, in written format or in visual format. The witness must sign and date the witness statement.</p>
	4.2 Present evidence of personal achievements	

Task no	Assessment criteria	Guidance
5	5.1 Identify the skills used when presenting personal information relating to <ul style="list-style-type: none"> • receiving a telephone call • making a telephone call • completing a form • preparing a CV • presenting personal achievement 	Candidates must identify the skills used when undertaking Tasks 2, 3 and 4 (AC5.1). One different skill must be identified for each task performed.
	5.2 Identify ways to improve skills for future presentation of personal information	For each skill identified in Task 5 (AC5.1), candidates must identify one way in which they could improve for the future. Short phrases must be used.
6	6.1 Identify future situations in working life when personal information might be needed	Candidates must identify two situations in their future working life when they will need to present personal information. For each situation, they should outline why it will be important to provide their personal information.
	6.2 Outline the importance of providing personal information in working life	