

## Entry Level 3 – Unit 7 Understanding workplace values and practices

### 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 workplace values for a specific job	Candidates must identify <b>one</b> job. Candidates must identify <b>three different</b> workplace values which are needed. For <b>each</b> value, candidates should give <b>one</b> reason why it is important. Short phrases are required.
	1.2 Outline why workplace values are important for a specific job	
1b	1.3 Outline why some types of behaviour are unacceptable in the workplace	Candidates must choose <b>four</b> types of unacceptable behaviour and for <b>each</b> , outline why such behaviour is not acceptable. Candidates may provide their own examples or may choose from a list provided by the tutor.
2a	2.1 Outline why an employee needs information on working practices	Candidates must identify <b>four</b> working practices which they need to know about. For <b>each</b> working practice, candidates must outline <b>one</b> reason why they would need the information. Candidates may provide their own examples or may choose from a list provided by the tutor.
2b	2.2 Identify the working practices for monitoring an employee's performance	Candidates must identify <b>three</b> ways their performance can be monitored. Candidates may provide their own examples or may choose from a list provided by the tutor. A matching exercise may be used. Correct answers for the OCR evidence booklet are: 1 – Appraisal interview; 2 – Feedback; 3 – Observing my performance.

Task no	Assessment criteria	Guidance
3a	3.1 Demonstrate paper-based communication with colleague(s) which is <ul style="list-style-type: none"> <li>• factually accurate</li> <li>• legible and comprehensible</li> <li>• in line with company standards</li> <li>• completed in a timely manner</li> </ul>	<p>A teacher, tutor or workplace supervisor must complete witness statements covering the paper-based and electronic communication performed by the candidate. The witness must indicate the type of communication used (eg file note, text message), the purpose of the communication and confirm that the communication demonstrated the features listed in AC3.1 and AC3.2. The statements must be signed and dated by the witness.</p> <p>Example: <i>Purpose – email to confirm order</i></p> <p>A copy of the written communication for 3.1 must be submitted to OCR in addition to the witness statement.</p>
	3.2 Demonstrate electronic communication with colleague(s) which is <ul style="list-style-type: none"> <li>• factually accurate</li> <li>• legible and comprehensible</li> <li>• in line with company standards</li> <li>• completed in a timely manner</li> </ul>	
3b	3.3 Demonstrate face-to-face communication with colleague(s) which is <ul style="list-style-type: none"> <li>• factually accurate</li> <li>• clear and polite</li> <li>• supported by positive body language</li> <li>• in line with company standards</li> <li>• completed in a timely manner</li> </ul>	<p>A teacher, tutor or workplace supervisor must complete witness statements covering the verbal communication performed by the candidate. The witness must indicate who the communication was with (name of person or group ), the purpose of the communication and confirm that the communication demonstrated the features listed in AC3.3 and AC3.4. The statements must be signed and dated by the witness.</p> <p>Example: <i>Purpose – relaying a telephone message</i></p>
	3.4 Demonstrate telephone communication with colleague(s) which is <ul style="list-style-type: none"> <li>• factually accurate</li> <li>• clear and polite</li> <li>• in line with company standards</li> <li>• completed in a timely manner</li> </ul>	

Task no	Assessment criteria	Guidance
4a	4.1 Identify main employer rights and responsibilities	Candidates must list <b>two</b> employer rights and <b>two</b> employer responsibilities. For <b>each</b> right listed, candidates must indicate why it is important to the employer. For <b>each</b> responsibility listed, candidates must indicate why it is important to them as an employee. A short phrase which completes each sentence must be used. Candidates should be encouraged to use a range of different rights and responsibilities.
	4.2 Outline why employer rights and responsibilities are important	
4b	4.3 Identify main employee rights and responsibilities	Candidates must list <b>two</b> employee rights and <b>two</b> employee responsibilities. For <b>each</b> right listed, candidates must indicate why it is important to them as an employee. For <b>each</b> responsibility listed, candidates must indicate why it is important to their employer. A short phrase which completes each sentence must be used. Candidates should be encouraged to use a range of different rights and responsibilities.
	4.4 Outline why employee rights and responsibilities are important	
5	5.1 Identify people in the workplace who can give employees information and support on workplace practices	Candidates must identify <b>two</b> people in the workplace who could give them help with workplace practices. The job role/title should be given. For <b>each</b> job role/title, candidates must give <b>one</b> example of the information they could provide.
	5.2 Identify the information and support people in the workplace could give to employees	