

Level 1 – Unit 12 Providing personal information for the workplace

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 personal information an individual would need to provide in routine and non-routine workplace situations	Candidates must identify two workplace situations (one routine and one non-routine) when personal information will be needed. The situations must be provided by the candidate. Candidates should use a verb when describing their routine/non-routine workplace situation (eg, complete an expense form) For each situation, they must itemise three different items of personal information needed (six in total). For each situation candidates must explain why the information is needed. Extended responses must be provided. They must also indicate one way of providing the personal information identified.
	1.2 Explain why different types of personal information are needed for routine and non-routine situations	
	1.3 Indicate ways in which personal information is provided	
1b	1.4 Explain situations when personal information should not be given out	Candidates must identify two workplace situations when personal information should not be given out. For each situation, they should explain why the information should not be shared. Extended responses must be provided.

Task no	Assessment criteria	Guidance
2a	2.1 Make or receive a routine telephone call for a familiar situation, providing personal information	<p>Candidates must make or receive one routine workplace telephone call (real or simulated). A witness statement must indicate the three pieces of personal information provided during the telephone call. The purpose of the telephone call should be identified. The witness statement must confirm that the candidate spoke clearly and state how the candidate clarified the information provided. The witness statement should be signed and dated by the witness.</p> <p>The workplace telephone call should be routine for the candidate. If necessary, tutors should indicate why this is appropriate for the individual's job role, eg ordering a buffet may be appropriate for a receptionist</p>
2b	2.2 Make or receive a non-routine telephone call for a non-familiar situation, providing personal information	<p>Candidates must make or receive one non-routine workplace telephone call (real or simulated). A witness statement must indicate the three pieces of personal information provided during the telephone call. The purpose of the telephone call should be identified. The witness statement must confirm that the candidate spoke clearly and state how the candidate clarified the information provided. The witness statement should be signed and dated by the witness.</p> <p>The workplace telephone call should be non-routine for the candidate. If necessary, tutors should indicate why this is appropriate for the individual's job role, eg ordering a buffet may be appropriate for a receptionist</p>
3a/3b	3.1 Complete handwritten or electronic forms for different workplace purposes, to include: <ul style="list-style-type: none"> • following instructions • completing all sections (according to guidance) • accurate spelling, punctuation and grammar • free from alterations or changes 	<p>Candidates must complete two workplace forms, one mandatory and one of the candidates' own choice independently. The mandatory form must be completed in full, following all instructions. Section A must be completed in block capitals. It must not contain any alterations (see bullet point in AC3.1). Candidates must not complete the section marked For Office Use Only.</p> <p>The optional form must be work-related and must provide at least five pieces of personal information. The candidate's name, his/her signature and the date do not count as pieces of information; the address and postcode count as one item. The form (original or photocopy) must be attached. It should be legible and accurate. Only the final version of the form should be submitted.</p> <p>A scribe cannot be used for this task.</p>

Task no	Assessment criteria	Guidance
3c	3.2 Produce a curriculum vitae (CV) with personal information for use when seeking employment, to include: <ul style="list-style-type: none"> • name • contact details • work experience (with dates) • education (with dates) • personal skills and attributes • other relevant information 	<p>Candidates must independently produce a CV that is either handwritten or word processed.</p> <p>The CV must include all details listed in AC3.2. Two other categories are also needed - qualifications achieved or being worked towards (with dates), skills and experience, hobbies/interests and full name and contact details of a referee.</p> <p>The CV must be attached. It must be legible and follow an appropriate structure. It must not contain errors. Candidates may use a template. A scribe cannot be used for this task</p>
	3.3 Produce a curriculum vitae (CV) for use when seeking employment, checking that it is <ul style="list-style-type: none"> • legible • logical • in an appropriate format • checked and free from errors 	
4	4.1 Collate evidence of personal achievements	<p>Candidates must collect and collate (ie put into a logical order) evidence of two personal achievements. This evidence should not be submitted to OCR but a witness statement should identify what evidence has been collected and collated, the format used for presentation and give a comment on the overall effectiveness of the evidence presented. The witness must sign and date the witness statement.</p> <p>Two different formats must be used.</p>
	4.2 Present evidence of personal achievements in different formats	

Task no	Assessment criteria	Guidance
5	5.1 Identify the skills used when presenting personal information, to include: <ul style="list-style-type: none"> • making a telephone call • receiving a telephone call • completing forms • producing a curriculum vitae (CV) • presenting evidence of personal achievements 	Candidates must identify the skills used when undertaking Tasks 2, 3 and 4 (AC5.1). Two different skills must be identified for each task performed.
	5.2 Identify improvements to own skills for future use when presenting personal information	For each task identified in AC5.1, candidates must identify one area of improvement that could be undertaken. Areas of improvement must be different.
	5.3 Outline ways to improve own skills, for future use, when presenting personal information	For each area of improvement identified in AC5.2, candidates must outline one way of making the improvement. Short phrases are needed.
6	6.1 Identify situations when presenting personal information will be important during working life	Candidates must identify two situations in their future working life when they will need to present personal information. For each situation, candidates must outline the personal information they will need to present. For each situation, candidates must also explain why it is important to give the information. Extended responses are required.
	6.2 Outline personal information needed during working life	
	6.3 Explain why it is important to give personal information during working life	