

Employment Related Services

09867 – Employment Related Services Level 3 Award

09868 – Employment Related Services Level 3 Certificate

09869 – Employment Related Services Level 3 Diploma

Key features

- *These qualifications are designed to develop a good understanding of the Employment Related Services sector*
- *Learners can evidence sector relevant skills, knowledge and experience that are in high demand*
- *Qualifications can be delivered in bite-sized chunks, allowing for flexible learning to suit individual needs*
- *All units have a level and credit value assigned and can be achieved independently*
- *The qualifications are accredited onto the Qualifications and Credit Framework (QCF)*
- *Level 3 Diploma forms the combined competence and knowledge component of the Employment*

Introduction

OCR's qualifications in Employment Related Services have been developed in response to employer demand for up-to-date qualifications for this important sector of the UK economy. Those working in the Employment Related Services sector, sometimes referred to as the "Welfare to Work" sector, support the long-term unemployed into sustainable employment, an area of activity closely linked to the government's Work Programme agenda. These qualifications are aimed specifically at individuals working as Personal Advisors, Job Coaches and Employment Trainers in public, private and voluntary organisations. They provide a recognised route into the sector as well as structured career progression for those already employed. The Institute of Employability Professionals acknowledges these qualifications for the purposes of professional recognition.

These qualifications have been accredited by Ofqual for inclusion on the Qualifications Credit Framework (QCF).

Target audience

The OCR Level 3 Award in Employment Related Services provides the essential knowledge for those considering a career in the sector or for those wishing to transfer their skills and experience from related areas of advice and guidance.

The OCR Level 3 Certificate in Employment Related Services is primarily aimed at candidates who want to establish a sound foundation in this area with a focus on establishing positive relationships with clients and employers.

The OCR Level 3 Diploma in Employment Related Services is aimed at candidates who undertake an existing role advising and supporting clients in seeking employment and wish to develop a range of general and sector specific competencies. Candidates will be working without direct supervision or on their own, with good interpersonal and influencing skills.

Benefits

Employees will benefit from:

- A clearer understanding of their responsibility within their organisation
- The opportunity to develop new skills and knowledge
- Recognition of existing skills

Employers will benefit from:

- Improved staff performance and motivation
- Improvements in the quality of service to clients
- The opportunity to ensure levels of service are to national standard
- Improvements in the quality and service provided

Content

Level 3 Award in Employment Related Services – 600/5191/7

To achieve the Level 3 Award in Employment Related Services, learners must achieve all 5 credits from the mandatory unit.

Mandatory unit

OCR Unit No.	Unit Title	QCF Ref No.	Level	Credits	GLH
1	Understanding the Employment Related Services Sector	M/503/2400	3	5	33

Level 3 Certificate in Employment Related Services – 600/5192/9

To achieve the Level 3 Certificate in Employment Related Services, the learner must achieve all 20 credits from the four mandatory units.

Mandatory units

OCR Unit No.	Unit Title	QCF Ref No.	Level	Credits	GLH
1	Understanding the Employment Related Services Sector	M/503/2400	3	5	33
2	Providing excellent customer service	K/602/1597	3	6	40
3	Manage own professional development within an organisation	L/600/9586	3	4	20
4	Ensure compliance with legal, regulatory, ethical and social requirements	H/600/9609	4	5	25

Level 3 Diploma in Employment Related Services – 600/5193/0

To achieve the Level 3 Diploma in Employment Related Services, learners must achieve a minimum of 37 credits. Learners must achieve 20 credits from Mandatory Group A – a further 17 credits must be from Optional Group B. A minimum of 19 credits must be achieved from mandatory and optional units at Level 3.

Group A: Mandatory units

OCR Unit No.	Unit Title	QCF Ref No.	Level	Credits	GLH
1	Understanding the Employment Related Services Sector	M/503/2400	3	5	33
2	Providing excellent customer service	K/602/1597	3	6	40
3	Manage own professional development within an organisation	L/600/9586	3	4	20
4	Ensure compliance with legal, regulatory, ethical and social requirements	H/600/9609	4	5	25

Group B: Optional Units

OCR Unit No.	Unit Title	QCF Ref No.	Level	Credits	GLH
5	Communicate effectively with customers	R/601/1212	2	5	33
6	Deal with customers face to face	T/601/1221	2	5	33
7	Recognise diversity when delivering customer service	K/601/1216	2	5	33
8	Build and maintain effective customer service relations	L/601/1239	4	8	53
9	Establish communication with clients for advice and guidance	J/602/5138	3	3	20
10	Understand the importance of legislation and procedures	R/602/5210	3	3	24
11	Negotiate on behalf of advice and guidance clients	M/602/5182	5	5	35
12	Liaise with other services	T/502/8183	3	3	20
13	Manage personal case load	Y/602/5189	4	4	20
14	Operate within networks	F/602/5199	4	3	20
15	Provide and maintain information materials for use in the service	T/602/5202	4	3	15
16	Facilitate learning in groups	R/602/5207	4	3	20
17	Develop interactions with advice and guidance clients	F/602/5140	3	4	25
18	Interact with clients using a range of media	J/602/5141	2	3	20
19	Assist advice and guidance clients to decide on a course of action	R/602/5143	4	3	20
20	Assist clients through advice and guidance to review their achievement of a course of action	J/602/5172	4	3	20
21	Develop, maintain and review personal networks	R/600/9587	4	4	25
22	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	M/600/9628	3	4	20
23	Develop working relationships with colleagues	H/600/9660	2	3	15
24	Develop working relationships with colleagues and stakeholders	K/600/9661	4	4	20
25	Make effective decisions	F/600/9715	3	3	10
26	Use systems and technology during customer contact in a contact centre	J/503/0362	2	4	24
27	Deliver customer service through a contact centre	K/503/0385	2	5	12
28	Communicate information to customers through a contact centre	K/503/0404	3	4	8
29	Provide support through a contact centre for specified products and/or services	L/503/0413	2	4	18
30	Carry out direct sales activities in a contact centre	L/503/0394	2	5	15
31	Lead direct sales activities in a contact centre team	D/503/0397	3	4	8
32	Communicate in a business environment	D/601/2475	2	3	18
33	Manage own performance in a business environment	L/601/2519	3	3	12
34	Deliver, monitor and evaluate customer service to internal customers	A/601/2550	3	3	12
35	Preparing and delivering a sales presentation	L/502/8631	3	4	28
36	Selling face to face	/502/8564	2	4	25

Group B: Optional Units (continued)

OCR Unit No.	Unit Title	QCF Ref No.	Level	Credits	GLH
37	Preparing and delivering a sales demonstration	T/502/8588	2	3	20
38	Negotiating, handling objections and closing sales	F/502/8612	3	4	22
39	Generating and qualifying sales leads	H/502/8599	2	2	15
40	Time planning in sales	F/502/8559	2	2	13
41	Facilitate learning and development in groups	F/502/9548	3	6	25
42	Facilitate learning and development for individuals	J/502/9549	3	6	25
43	Identify individual learning and development needs	K/502/9544	3	3	24
44	Plan and prepare specific learning and development opportunities	T/502/9546	3	6	20
45	Engage learners in the learning and development process	F/502/9551	3	6	30
46	Sustaining an Employment Outcome	Y/503/2410	3	3	6

Assessment

Any organisation, whether it is a place of employment, college or private training organisation can be approved to offer this qualification, as long as it meets the criteria set out in the OCR publication '*Administrative Guide to Verified Qualifications*' (reference code L526). This includes being able to provide suitably occupationally competent assessors and internal verifiers.

Once approved, an **assessment centre** will register candidates for the qualification and allocate each candidate an **assessor** or **assessors**.

Progression Routes

Candidates have the opportunity to progress within the suite of qualifications. For example, a candidate achieving the Level 3 Award, may wish to progress horizontally onto the L3 Certificate or Diploma, or vertically onto a Level 4 qualification.

Alternatively, candidates may wish to progress onto other OCR qualifications in areas such as generic Advice and Guidance, Learning and Development or Management.

Certification

Candidates can gain either unit or full qualification certificates.

The full award certificate will detail the qualification title and the QCA accreditation information.

The unit certificate will also detail the credit value of the unit achieved.

Qualification Support

OCR's website, **www.ocr.org.uk**, contains an area dedicated to these qualifications. The Centre Handbook can be downloaded from this web page.

If you need clarification on any aspect of the assessment or administration of these qualifications, please contact OCR's Customer Contact Centre on **024 7685 1509** or at **vocational.qualifications@ocr.org.uk**.

What to do next?

To seek approval to offer the qualification(s), please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff is available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation.

For further information, please get in touch with our **Customer Contact Centre** by phone: **(024 7685 1509)**; email: **vocational.qualifications@ocr.org.uk**; or in writing: **OCR Customer Contact Centre, OCR, Westwood Way, Coventry, CV4 8JQ.**

www.ocr.org.uk

OCR customer contact centre

Vocational qualifications

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