



# Step Up Training and Care

From Training to Caring, we deliver excellence

Qualification Name	Entry Level Certificate in Personal Development for Employability (Entry 3) (RQF)
Qualification achieved	Highfield Entry Level Certificate in Personal Development for Employability (Entry 3) (RQF) 603/6239/X

## Qualification Structure

The objective of this qualification is to prepare learners for employment and/or support a role in the workplace.

It is designed to be flexible for learners to achieve a variety of employment-based skills, along with a number of work/related tasters.

The content and structure of this qualification is designed to be flexible so learners can achieve a variety of employment-based skills and experience a number of work-related tasters from the following areas:

- accounting
- active leisure
- business and administration
- cleaning
- conflict management
- COSHH
- COVID-19
- customer service
- fire safety
- health and social care
- hospitality and catering
- land-based
- manual handling
- retail
- risk assessment
- underage sales prevention
- warehousing

You will be assigned a personal assessor who will help guide you through the learning criteria for this qualification, delivered as a distance learning qualification. Assessment of this qualification will be entirely dependent upon the chosen units by the learner, so this qualification can be assessed through:

- A multiple-choice question examination
- Building a Portfolio of evidence to match learning criteria
- Practical demonstration
- Open response workbook

Qualification Duration
Total duration/guided learning hours for this qualification is 120 total hours and 105 guided learning hours. This equates to approximately a 2-week timescale but is dependent on a learner being engaged in their studies, submitting evidence to match the learning criteria usually on a weekly basis to your personal assessor.
Costs
This course is £70 50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification
Who can enrol for this course?
Must be age 16+
Entry requirements
There are no specific entry requirements however learners should have good level of literacy (verbal and written) skills.
Who is this qualification suitable for?
This qualification is suitable for: <ul style="list-style-type: none"> <li>• New learners</li> <li>• Individuals looking to improve their chances of gaining employment</li> <li>• Learners just starting their first job</li> <li>• Learners already in employment but want to improve their confidence and skills</li> <li>• Those looking to expand their field of knowledge</li> </ul>
Certification
Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.
Enrolment
Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

Module Content
To complete the Highfield Entry Level Certificate in Personal Development for Employability (Entry 3) (RQF), learners must complete the following: <ul style="list-style-type: none"> <li>• One mandatory unit</li> <li>• a minimum <b>80 Guided Learning Hours (GLH)</b> from the optional units comprising: <ul style="list-style-type: none"> <li>- a minimum of 30 GLH from Optional Group 1</li> <li>- a maximum of 50 GLH from Optional Group 2</li> </ul> </li> </ul>
<b>Mandatory Unit:</b> <ul style="list-style-type: none"> <li>• Assessing myself for work (Credit Value 3)</li> </ul>
<b>Group One Optional Units:</b> <b>Employability Units -</b> <ul style="list-style-type: none"> <li>• Completing an Application Form Entry (Guided Learning Hours 10)</li> <li>• Developing Personal Presentation Skills for the Workplace Entry (Guided Learning Hours 10)</li> <li>• Developing time-management skills for the workplace Entry (Guided Learning Hours 10)</li> <li>• Job searching Entry (Guided Learning Hours 20)</li> <li>• Learning to be financially aware Entry (Guided Learning Hours 25)</li> <li>• Personal Behaviour for Success Entry (Guided Learning Hours 30)</li> </ul>

- Preparation for work Entry (Guided Learning Hours 20)
- Produce a Curriculum Vitae Entry (Guided Learning Hours 20)

### **Digital Skills Units**

- Using devices and handling information Entry (Guided Learning Hours 9)
- Creating and editing Entry (Guided Learning Hours 4)
- Communicating Entry (Guided Learning Hours 4)
- Transacting Entry (Guided Learning Hours 4)
- Being safe and responsible online Entry (Guided Learning Hours 9)
- Using technology for collaboration Entry (Guided Learning Hours 55)
- Using technology for career development Entry (Guided Learning Hours 45)

### **Land Based Units**

- Assist with potting up rooted cuttings, large seedlings or plugs by hand Entry (Guided Learning Hours 20)
- Construct a composter Entry (Guided Learning Hours 20)

### **Group 2 Optional Units**

#### **Employability Units**

- Completing a job application form Entry (Guided Learning Hours 10)
- Dealing with Problems in daily life Entry (Guided Learning Hours 20)
- Alternatives to Paid Work (Guided Learning Hours 10)
- Applying for a Job (Guided Learning Hours 10)
- Being Responsible for Other People's Money (Guided Learning Hours 10)
- Building Working Relationships with Colleagues (Guided Learning Hours 20)
- Building Working Relationships with Customers (Guided Learning Hours 20)
- Career Progression (Guided Learning Hours 20)
- Communicating Solutions to Others (Guided Learning Hours 20)
- Contributing to Meetings (Guided Learning Hours 10)
- Developing effective communication skills for the workplace (Guided Learning Hours 20)
- Developing Personal Skills for Leadership (Guided Learning Hours 20)
- Effective Teamwork (Guided Learning Hours 19)
- Interview Skills (Guided Learning Hours 10)
- Investigating Rights and Responsibilities at Work (Guided Learning Hours 10)
- IT User Fundamentals (Guided Learning Hours 20)
- IT Security for Users (Guided Learning Hours 10)
- Learning from More Experienced People (Guided Learning Hours 20)
- Learning from Work Placement (Guided Learning Hours 10)
- Learning to be financially capable (Guided Learning Hours 26)
- Learning with Colleagues and Other Learners (Guided Learning Hours 20)
- Making informed career and progression choices (Guided Learning Hours 20)
- Managing your Health at Work (Guided Learning Hours 10)
- Managing Your Own Money (Guided Learning Hours 20)
- Personal Behaviour for Success (Guided Learning Hours 30)
- Personal Presentation for the Workplace (Guided Learning Hours 20)
- Planning an Enterprise Activity (Guided Learning Hours 10)
- Planning for and learning from a job interview (Guided Learning Hours 25)
- Positive Attitudes and Behaviours at Work (Guided Learning Hours 10)
- Practising Leadership Skills with Others (Guided Learning Hours 20)
- Preparing for an Interview (Guided Learning Hours 10)
- Preparing for Work Placement (Guided Learning Hours 10)
- Principles of Health and Safety within the Workplace (Guided Learning Hours 4)

- Providing personal information for the workplace (Guided Learning Hours 28)
- Running an Enterprise Activity (Guided Learning Hours 10)
- Safe Learning in the Workplace (Guided Learning Hours 10)
- Searching for a Job (Guided Learning Hours 10)
- Self-management Skills (Guided Learning Hours 20)
- Setting and Meeting Targets at Work (Guided Learning Hours 20)
- Summarising Documents (Guided Learning Hours 10)
- Using Email (Guided Learning Hours 15)
- Using the Internet (Guided Learning Hours 20)
- Working as a Volunteer (Guided Learning Hours 10)
- Working in a Team (Guided Learning Hours 30)
- Understanding mind-set towards work (Guided Learning Hours 20)
- Problem solving in a work-related environment (Guided Learning Hours 18)
- Personal presentation and hygiene at work (Guided Learning Hours 10)

#### **Accounting Unit**

- An introduction to accounting (Guided Learning Hours 70)

#### **Business and Administration Units**

- Communicate in a business environment (Guided Learning Hours 21)
- Make and receive telephone calls (Guided Learning Hours 10)
- Recognise and deal with customer queries, requests and problems (Guided Learning Hours 33)
- Use a filing system (Guided Learning Hours 13)

#### **COVID-19 Unit**

- Keeping yourself and others safe from COVID-19 (Guided Learning Hours 4)

#### **Customer Service Units**

- Creating First Impressions (Guided Learning Hours 16)
- Making Conversation and Building Rapport (Guided Learning Hours 22)
- Complaint Resolution (Guided Learning Hours 36)
- Listening Techniques (Guided Learning Hours 16)
- Standardised Approach to Customer Service (Guided Learning Hours 22)
- Communication Methods (Guided Learning Hours 36)
- Expectations of Working in Customer Service (Guided Learning Hours 16)
- Use of online and digital software and systems (Guided Learning Hours 22)
- Legislation and Regulation in the Customer Service Environment (Guided Learning Hours 22)
- Personal Development within Customer Service (Guided Learning Hours 22)
- Awareness of Equality and Diversity (Guided Learning Hours 22)
- Customer Feedback (Guided Learning Hours 22)
- Teamwork in Customer Service (Guided Learning Hours 22)

#### **Digital Skills Units**

- Using devices and handling information (Guided Learning Hours 12)
- Creating and editing (Guided Learning Hours 11)
- Communicating (Guided Learning Hours 7)
- Transacting (Guided Learning Hours 8)
- Being safe and responsible online (Guided Learning Hours 12)
- Using technology for collaboration (Guided Learning Hours 40)
- Using technology for career development (Guided Learning Hours 20)

#### **Fire Safety Units**

- Principles of Fire Safety Awareness (Guided Learning Hours 4)

### **Health and Social Care, Early Years and Childcare Units**

- Understand the principles and values in health and social care (adults and children and young people), early years and childcare (Guided Learning Hours 26)
- Understand the range of service provision and roles within health and social care (adults and children and young people), early years and childcare (Guided Learning Hours 26)

### **Hospitality and Catering Units**

- Principles of Providing a Counter and Takeaway Service (Guided Learning Hours 6)
- Safe, Hygienic and Secure Working Environments in Hospitality (Guided Learning Hours 16)

### **Food Safety Units**

- Food Safety Awareness in Catering (Guided Learning Hours 4)
- Food Safety Awareness in Manufacturing (Guided Learning Hours 4)

### **Land Based Units**

- Assist with potting up rooted cuttings, large seedlings or plugs by hand Entry (Guided Learning Hours 20)
- Construct a composter Entry (Guided Learning Hours 20)
- Assist with the movement of animals (Guided Learning Hours 18)
- Aerate turf by hand (Guided Learning Hours 15)
- Assist with harvesting and preparing crops (Guided Learning Hours 27)
- Assist with the Maintenance of Equipment (Guided Learning Hours 36)
- Collect and prepare produce or plant material for transport (Guided Learning Hours 20)
- Determine soil pH with colour indicator test kit under supervision (Guided Learning Hours 15)
- Lay paving blocks on sand (Guided Learning Hours 20)
- Maintain hand tools (Guided Learning Hours 15)
- Mix mortar or concrete (Guided Learning Hours 15)
- Planting and staking a tree (Guided Learning Hours 18)
- Principles of the maintenance of equipment (Guided Learning Hours 18)

### **Retail Units**

- Understanding customer service in the retail Sector (Guided Learning Hours 17)
- Understanding how a retail business maintains health, safety and security on its premises (Guided Learning Hours 15)
- Understanding how individuals and teams contribute to the effectiveness of a retail business (Guided Learning Hours 15)
- Understanding the business of retail (Guided Learning Hours 8)
- Understanding the control, handling and replenishment of stock in a retail business (Guided Learning Hours 11)
- Understanding the retail selling process (Guided Learning Hours 13)