Step Up Training and Care

From Training to Caring, we deliver excellence

Qualification Name	Level 2 Diploma in Personal Development for Employability (RQF)
Qualification achieved	Highfield Level 2 Diploma in Personal Development for Employability (RQF) 600/8460/1

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 370 total hours with 279 allocated as guided learning hours. This equates to approximately a 4-month 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 £750
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+
This course is for anyone looking for employment.

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:
- New learners
- Individuals looking to improve their chances of gaining employment
- Learners just starting their first job
- Learners already in employment but want to improve their confidence and skills
- Those looking to expand their field of knowledge

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 Level 2 Diploma in Personal Development for Employability (RQF), learners must complete the following:
• One mandatory unit
• a minimum of 35 credits from the optional units comprising of a maximum of 18 credits at Entry Level, Level 1 and/or Level 3

Mandatory Unit:
- Self-management skills (Credit Value 2)

Optional Units:
Employability Units
- Completing a job application form Entry (Credit Value 1)
- Dealing with Problems in daily life Entry (Credit Value 2)
- Assessing myself for work Entry (Credit Value 3)
- Completing an Application Form Entry (Credit Value 1)
- Developing Personal Presentation Skills for the Workplace Entry (Credit Value 1)
- Developing time-management skills for the workplace Entry (Credit Value 1)

- Job searching Entry (Credit Value 2)
- Learning to be financially aware Entry (Credit Value 3)
- Personal Behaviour for Success Entry (Credit Value 3)
- Preparation for work Entry (Credit Value 2)
- Produce a Curriculum Vitae Entry (Credit Value 2)
- Alternatives to Paid Work (Credit Value 1)
- Applying for a Job (Credit Value 1)
- Assessing myself for a job (Credit Value 3)
- Being Responsible for Other People's Money (Credit Value 1)
- Building Working Relationships with Colleagues (Credit Value 2)
- Building Working Relationships with Customers (Credit Value 2)
- Career Progression (Credit Value 2)
- Communicating Solutions to Others (Credit Value 2)
- Contributing to Meetings (Credit Value 1)
- Developing effective communication skills for the workplace (Credit Value 2)
- Developing Personal Skills for Leadership (Credit Value 2)
- Effective Teamwork (Credit Value 2)
- Interview Skills (Credit Value 1)
- Investigating Rights and Responsibilities at Work (Credit Value 1)
- IT User Fundamentals (Credit Value 3)
- IT Security for Users (Credit Value 1)
- Learning from More Experienced People (Credit Value 2)
- Learning from Work Placement (Credit Value 2)
- Learning to be financially capable (Credit Value 3)
- Learning with Colleagues and Other Learners (Credit Value 2)
- Making informed career and progression choices (Credit Value 2)
- Managing your Health at Work (Credit Value 1)
- Managing Your Own Money (Credit Value 2)
- Personal Behaviour for Success (Credit Value 3)
- Personal Presentation for the Workplace (Credit Value 2)
- Planning an Enterprise Activity (Credit Value 1)
- Planning for and learning from a job interview (Credit Value 3)
- Positive Attitudes and Behaviours at Work (Credit Value 1)
- Practising Leadership Skills with Others (Credit Value 2)
- Preparing for an Interview (Credit Value 1)
- Preparing for Work Placement (Credit Value 1)
- Principles of Health and Safety within the Workplace (Credit Value 1)
- Providing personal information for the workplace (Credit Value 3)
- Running an Enterprise Activity (Credit Value 1)
- Safe Learning in the Workplace (Credit Value 1)
- Searching for a Job (Credit Value 1)
- Self-management Skills (Credit Value 2)
- Setting and Meeting Targets at Work (Credit Value 2)
- Summarising Documents (Credit Value 1)
- Using Email (Credit Value 2)
- Using the Internet (Credit Value 3)
- Working as a Volunteer (Credit Value 2)
- Working in a Team (Credit Value 3)
- Alternatives to Paid Work (Credit Value 1)
- Applying for a Job (Credit Value 1)
- Assessing myself for a career (Credit Value 3)
- Building Working Relationships with Customers (Credit Value 3)
- Building Working Relationships with Colleagues (Credit Value 2)
- Communicating Solutions to Others (Credit Value 2)

- Contributing to Meetings (Credit Value 1)
- Developing Personal Skills For Leadership (Credit Value 2)
- Effectiveness at Work (Credit Value 1)
- Interview Skills (Credit Value 1)
- Investigating Rights and Responsibilities at Work (Credit Value 1)
- Learning from More Experienced People (Credit Value 2)
- Learning from Work Placement (Credit Value 2)
- Learning with Colleagues and Other Learners (Credit Value 2)
- Making Informed Career and Progression Choices (Credit Value 2)
- Managing your Health at Work (Credit Value 1)
- Managing Your Own Money (Credit Value 2)
- Planning an Enterprise Activity (Credit Value 1)
- Planning for and reflecting on a job interview (Credit Value 3)
- Practising Leadership Skills with Others (Credit Value 2)
- Preparing for an Interview (Credit Value 1)
- Preparing for Work Placement (Credit Value 1)
- Presenting personal information for the workplace (Credit Value 3)
- Running an Enterprise Activity (Credit Value 1)
- Searching for a Job (Credit Value 1)
- Self-management Skills (Credit Value 2)
- Setting and Meeting Targets at Work (Credit Value 2)
- Solving Work-Related Problems (Credit Value 3)
- Summarising Documents (Credit Value 1)
- Terrorism awareness (Credit Value 1)
- Understanding employment responsibilities and rights (Credit Value 3)
- Working as a Volunteer (Credit Value 2)
- Working in a Team (Credit Value 3)
- Understanding mind-set towards work (Credit Value 2)
- Problem solving in a work-related environment (Credit Value 2)
- Personal presentation and hygiene at work (Credit Value 3)

Accounting Unit
- An introduction to accounting (Credit Value 8)

Active Leisure
- Understanding Employment Rights and Responsibilities (Credit Value 2)

Business and Administration Units
- Communicate in a business environment (Credit Value 4)
- Make and receive telephone calls (Credit Value 3)
- Recognise and deal with customer queries, requests and problems (Credit Value 5)
- Use a filing system (Credit Value 2)
- Communicate effectively with customers (Credit Value 5)
- Deal with customers face to face (Credit Value 5)
- Database Software (Credit Value 4)
- Follow the rules to deliver customer service (Credit Value 4)
- Improving productivity using IT (Credit Value 4)
- Principles of providing administrative services (Credit Value 4)
- Principles of managing information and producing documents (Credit Value 3)
- Produce documents in a business environment (Credit Value 4)
- Use office equipment (Credit Value 4)
- Use a diary system (Credit Value 3)

Cleaning Units
- Health and Safety for the cleaning and support services industry (Credit Value 4)
- Working with customers and others in the cleaning and support services industry (Credit Value 2)

Conflict Management Unit
- Managing conflict in the workplace when dealing with customers, service users or the public (Credit Value 2)

COSHH Unit
- Principles of the Control of Substances Hazardous to Health (Credit Value 1)

COVID-19 Unit
- Keeping yourself and others safe from COVID-19 (Credit Value 1)

Customer Service Units
- Principles of Customer Service *Level 1 Certificate and Diploma only. (Credit Value 6)
- Delivery of effective customer service *Level 1 Certificate and Diploma only. (Credit Value 6)
- Principles of Customer Service (Credit Value 1)
- Supporting the customer service environment *Level 1 Certificate and Diploma only. (Credit Value 7)
- Creating First Impressions (Credit Value 2)
- Making Conversation and Building Rapport (Credit Value 3)
- Complaint Resolution (Credit Value 5)
- Listening Techniques (Credit Value 2)
- Standardised Approach to Customer Service (Credit Value 3)
- Communication Methods (Credit Value 5)
- Expectations of Working in Customer Service (Credit Value 3)
- Use of online and digital software and systems (Credit Value 3)
- Legislation and Regulation in the Customer Service Environment (Credit Value 2)
- Personal Development within Customer Service (Credit Value 3)
- Awareness of Equality and Diversity (Credit Value 3)
- Customer Feedback (Credit Value 3)
- Teamwork in Customer Service (Credit Value 3)

Fire Safety Units
- Principles of Fire Safety Awareness (Credit Value 1)
- Principles of Fire Safety (Credit Value 1)

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 (Credit Value 3)
- Understand the range of service provision and roles within health and social care (adults and children and young people), early years and childcare (Credit Value 3)
- Introduction to duty of care in health, social care or children's and young people's settings (Credit Value 1
- Principles of communication in adult social care settings (Credit Value 2)
- Principles of diversity, equality and inclusion in adult social care settings (Credit Value 2)
- Principles of personal development in adult social care settings (Credit Value 2)
- Principles of safeguarding and protection in health and social care (Credit Value 3)

Hospitality and Catering Units

- Principles of Providing a Counter and Takeaway Service (Credit Value 1)
- Safe, Hygienic and Secure Working Environments in Hospitality (Credit Value 2)
- Dealing with Payments (Credit Value 1)
- Food Safety Awareness in Catering (Credit Value 1)
- Principles of Food Safety in Catering (Credit Value 1)
- Principles of Food Safety for Catering (Credit Value 1)
- Giving Customers a Positive Impression (Credit Value 2)
- Health and Safety within the Workplace (Credit Value 1)
- Preparation and Clearing of Service Areas (Credit Value 3)
- Principles of Cleaning Drink Dispense Lines (Credit Value 2)
- Principles of Customer Service in Hospitality Leisure Travel and Tourism (Credit Value 1)
- Principles of how to maintain an efficient use of resources in the kitchen (Credit Value 2)
- Principles of Maintaining Cellars and Kegs (Credit Value 2)
- Principles of Maintaining Customer Service Through Effective Handover (Credit Value 2)
- Principles of Preparing and Clearing Areas for Table Service (Credit Value 2)
- Principles of Preparing and Clearing Bar Areas (Credit Value 2)
- Principles of Preparing and Serving Dispensed and Instant Hot Drinks (Credit Value 1)
- Principles of Preparing and Serving Wines (Credit Value 2)
- Principles of Promoting Additional Services or Products to Customers (Credit Value 2)
- Principles of Providing a Buffet and Carvery Service (Credit Value 1)
- Principles of Resolving Customer Service Problems (Credit Value 2)
- Principles of setting up and closing the kitchen (Credit Value 1)
- Service of Alcoholic and Non-Alcoholic Drinks (Credit Value 1)
- Service of Food at Table (Credit Value 1)
- Food Safety Awareness in Manufacturing (Credit Value 1)
- Principles of Food Safety for Manufacturing (Credit Value 1)
- Principles of Food Safety for Manufacturing (Credit Value 1)

Land Based Units

- Assist with potting up rooted cuttings, large seedlings or plugs by hand Entry (Credit Value 2)
- Construct a composter Entry (Credit Value 2)
- Assist with the movement of animals (Credit Value 2)
- Aerate turf by hand (Credit Value 2)
- Assist with harvesting and preparing crops (Credit Value 3)
- Assist with the Maintenance of Equipment (Credit Value 4)
- Collect and prepare produce or plant material for transport (Credit Value 2)
- Determine soil pH with colour indicator test kit under supervision (Credit Value 2)
- Lay paving blocks on sand (Credit Value 2)
- Maintain hand tools (Credit Value 2)
- Mix mortar or concrete (Credit Value 2)
- Planting and staking a tree (Credit Value 2)
- Principles of the maintenance of equipment (Credit Value 2)

Logistics Units:

- Manage own resources and professional development in logistics operations (Credit Value 2)

Manual Handling Units

- Manual handling safety at work (Credit Value 2)
- Moving people safely (Credit Value 2)

Retail Units

- Understanding customer service in the retail sector (Credit Value 2)
- Understanding how a retail business maintains health, safety and security on its premises (Credit Value 2)
- Understanding how individuals and teams contribute to the effectiveness of a retail business (Credit Value 2)
- Understanding the business of retail (Credit Value 1)
- Understanding the control, handling and replenishment of stock in a retail business (Credit Value 2)
- Understanding the retail selling process (Credit Value 2)
- Understanding customer service in the retail sector (Credit Value 3)
- Understanding environmental sustainability in the retail sector (Credit Value 3)
- Understanding how a retail business maintains health and safety on its premises (Credit Value 2)
- Understanding how individuals and teams contribute to the effectiveness of a retail business (Credit Value 3)
- Understanding security and loss prevention in a retail business (Credit Value 2)
- Understanding the control, receipt and storage of stock in a retail business (Credit Value 2)
- Understanding the handling of customer payments in a retail business (Credit Value 2)
- Understanding the retail selling process (Credit Value 2)
- Understanding visual merchandising for retail business (Credit Value 4)

Risk Assessment Unit

- Risk Assessment Principles (Credit Value 1)

Underage Sales Prevention Unit

- Preventing underage sales in retail and licensed premises (Credit Value 1)

Warehousing Unit

- Warehousing and Storage Principles (Credit Value 14)