



Level 1 Award in Employability Skills

Student Booklet

Please indicate which units you have completed by ticking (✓) the relevant boxes below:

GROUP A UNITS		
Unit	Unit Title	✓
T/502/3584	Business and Customer Awareness	
A/502/3586	Problem Solving at Work	
F/502/3586	Working in a Team	
GROUP B UNITS		
Unit	Unit Title	✓
L/502/3610	Working with Colleagues	
D/502/3613	Job and Training Search Skills	
H/502/3614	Job Application Skills	
K/502/3615	Interview Skills	

I certify that the work completed in this booklet is my own.

Candidate name: _____ **Candidate number:** _____

Centre name: _____ **Centre number:** _____

Verified by:

Tutor name: _____

Completion date: _____

Internal verifier: _____

CCEA LEVEL 1 EMPLOYABILITY SKILLS (QCF)

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EMPLOYABILITY

‘Employability is the possession by an individual of the qualities and competencies required to meet the changing needs of employers and customers and thereby help to realise his/her aspirations and potential in work.’ (The Confederation of British Industry)

QUALITIES and COMPETENCIES (which make up employability)

Desire to learn and apply that learning.
To improve and take advantage of change
Basic Skills (Literacy/Numeracy)
Key Skills Communication Application of Number Information Technology Improving one’s own learning and performance Working with Others Problem Solving
Modern Language
Customer Service
Ability to manage one’s own career
Up-to-date job-specific skills
Ability to work in a team

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Unit T/502/3584: Business and Customer Awareness

(Group A Unit)

This unit will introduce learners to some of the key aspects of working life i.e. what it means to be an employee.

Learning Outcomes What you must do	What you have done to show this	Where in your portfolio this can be found
1.1 Identify the main areas of business for 3 different types of organisations in their local area at least one of which must be a national organisation. 1.2 Identify the types of customer for one local and one national organisation identified		
2.1 Give two examples of particular attitudes employers might require from their staff in different situations. 2.2 State why these attitudes are important to the employer and the business or organisation.		
3.1 Identify activities they have undertaken that would meet an employer's expectation. 3.2 Identify the attitudes they have shown within these activities.		

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Unit A/502/3585: Problem Solving at Work

(Group A Unit)

This unit covers the different types of problems learners might encounter in the place of work, applying problem-solving techniques and identifying solutions.

Learning Outcomes What you must do	What you have done to show this	Where in your portfolio this can be found
1.1 Identify the different types of problem they could identify in a place of work relating to: a) People b) Tasks c) Resources		
2.1 Identify appropriate ways to come up with solutions for a straightforward problem		
3.1 Know how to recognise possible solutions to a specific problem. 3.2 Decide what solution represents the best option, giving one reason why this is the case.		

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Unit F/502/3586: Working in a Team (Group A Unit)

This unit will cover how teams work, recognising own strengths in contributing to a team, the contributions of others and understanding team goals.

Learning Outcomes What you must do	What you have done to show this	Where in your portfolio this can be found
1.1 Identify TWO characteristics of a good team. 1.2 Give a reason why each of these characteristics improves team performance.		
2.1 Identify own strengths and role within a team. 2.2 give an example of using own strengths within a team.		
3.1 Identify the strengths others can bring to a team. 3.2 Give real examples of the contribution made by others in a team.		
4.1 identify the goals that a particular team they are a member of has set. 4.2 Carry out their own role and responsibilities within their team effectively. 4.3 Be supportive of other team members. 4.4 Be receptive to others' views within the team. 4.5 Review their own performance in the team and suggest ways they can improve in future.		

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Unit L/502/3610: Working with Colleagues

(Group B Unit)

This unit introduces the importance of maintaining good working relationships in the place of work.

Learning Outcomes What you must do	What you have done to show this	Where in your portfolio this can be found
1.1 Identify situations when they will need to work with different people that are not part of their immediate team in their place of work.		
1.2 Identify why it might be difficult working with these people, giving THREE examples.		
1.3 Use appropriate communication skills to work collaboratively with someone not in their immediate team.		
1.4 Demonstrate they can be respectful of colleagues.		
1.5 Demonstrate they can be supportive of their colleagues' thoughts, opinions and contributions.		
1.6 Recognise and respect their colleagues' diversity, individual differences and points of view.		

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Unit H /502/3613: Job and Training Search Skills

(Group B Unit)

This unit introduces learners to the necessary knowledge and skills to carry out searches for jobs. The unit will cover identifying the best places to look for suitable job opportunities, using job searching resources and knowing who can support them to look for work.

Learning outcomes What you must do	What you have done to show this	Where in your portfolio this can be found
1.1 Identify 2 possible sources of job vacancies and provide an example of a job opportunity that might suit them from one of the sources.		
1.2 Identify who is able to help them find work or training in their area.		
1.3 Provide an example of a job vacancy or training opportunity that interests them that has been found by using one of the support networks and acting on the advice and guidance given.		
1.4 Recognise how ready they are to apply for this type of opportunity.		
1.5 Identify how they can improve their chances of being successful if they apply for this type of opportunity.		

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Unit H/502/3614: Job Application Skill

(Group B Unit)

This unit introduces learners to the sort of information needed for a job application, how to complete a straightforward job application form and write a covering letter.

Learning Outcomes What you must do	What you have done to show this	Where in your portfolio this can be found
1.1 Identify the type of information usually requested in a straightforward job application. 1.2 Create a folder of the information they will need for a job application ensuring it is accurate and up to date.		
2.1 Complete a straightforward job application form accurately. 2.2 Write an accompanying letter and ready it to send to an appropriate person, showing they can: a) Select an appropriate format. b) Address and date it appropriately. c) Use an appropriate style of language d) Check the letter for mistakes and accuracy.		

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Unit K/502/3615: Interview Skills

(Group B Unit)

This unit introduces learners to the preparation needed for job interviews and being interviewed. Unit content will include finding out more about the recruiting organisation and the role, identifying and preparing for potential interview questions, appropriate dress and language for interviews, speaking and listening skills, and getting feedback.

Learning Outcomes What you must do	What you have done to show this	Where in your portfolio this can be found
1.1 Recognise what type of information would be useful to have before the interview including how to ensure they arrive at a suitable time. 1.2 Describe what those interviewers will be expecting with regard to: a) Punctuality b) Dress sense c) Behaviour d) Language use 1.3 Produce a pack of useful and relevant information that will help them prepare.		
2.1 Demonstrate appropriate dress sense and punctuality to help make the right first impression. 2.2 Perform in an effective manner showing that they can: a) Demonstrate speaking and listening skills by answering questions appropriately b) Be respectful and polite		
3.1 Identify own strengths from the feedback 3.2 Identify areas for improvement and give an example of how they will develop these skills.		

GROUP A

UNITS

T/502/3584: Business and Customer Awareness

A/502/3585: Problem Solving at Work

F/502/3586: Working in a Team