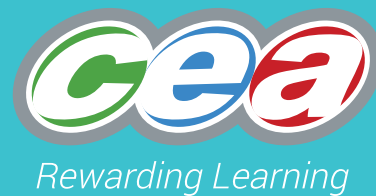


GCSE



CCEA GCSE TEACHER/STUDENT
GUIDANCE

Learning for Life and Work

Unit 3: Employability



Introduction To Topic

Module: Employability

Section: 3 – Rights and Responsibilities of Employers and Employees

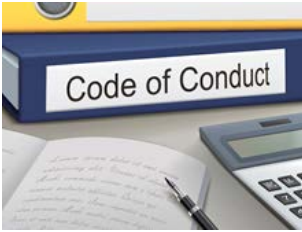
Topic: Code of Conduct in The Workplace

Many workplaces and education establishments have introduced a ‘Code of Conduct’. This was included on the new specification in order to explain to candidates the need to consider the following:

- Respect for diversity and identity
- Responsible behaviour
- Appropriate dress code
- Social media use
- Mobile phone use
- Maintaining confidentiality

The following resource is designed for candidates to consider and explore each of the points above.

Code of Conduct



What is a Code of Conduct?

A Code of Conduct is a set of rules or expectations that you are expected to follow in your role. Some companies may refer to this as a 'Code of Ethics'. If you were to consider school as your workplace, your school rules are a Code of Conduct. A Code of Conduct is based on what the company values and their principles. These values often go beyond what a person is expected to do by law.

Using the internet, research the different areas that a Code of Conduct may cover. An example has been done for you

Area	Explanation
Social Media	Many companies will insist that their employees behave appropriately on Social Media. For example, some companies may not allow you to tag yourself in at work or make nasty comments about their business.

Dress Code

One area that a Code of Conduct might cover, or that might be a separate policy is a Dress Code. This tells an employee about what is acceptable clothing to wear to work. Below are some photos of outfits people might choose to wear to work. Select the outfit that you think would be most suited to the job role and explain why.

(photos from thinkstock)

Job Role	Outfits				What is the most suitable outfit for the job role? Why?
					
ICT Technician	Outfit A	Outfit B	Outfit C	Outfit D	
					
Maths Teacher	Outfit A	Outfit B	Outfit C	Outfit D	

Job Role	Outfits				What is the most suitable outfit for the job role? Why?
					
Mechanic	Outfit A	Outfit B	Outfit C	Outfit D	
					
Chef	Outfit A	Outfit B	Outfit C	Outfit D	

Case Study – Social Media Use

Read the newspaper article about employers having the legal right to read your private messages and answer the following questions.

www.bbc.co.uk/news/technology-35301148

1. Do you agree that employers should have the right to read private messages sent during work, from a workplace network or equipment? Why?
2. If you went to a job interview and the potential employer asked you for your Facebook password – what would you do?
3. You notice a colleague has made a post about how much they hate their employer, and they mention the employers name – what would you do?
4. You receive a ‘funny’ email in work that you think is racist – what would you do?

Introduction To Topic

Module: Employability

Section: 3 – Rights and Responsibilities of Employers and Employees

Topic: Developing positive working relationships, including respectful interaction and managing conflict.

Working with others is a major factor in any workplace. ‘Positive Working Relationships’ has been added to the specification for candidates to start considering the impact that positive working relationships can have on a business’ success. It is vital that positive relationships are fostered in the workplace and the topic focuses on:

- Respectful interactions
- Participating in staff training
- Following equality and employment legislation
- Following workplace policies
- Sharing good practice
- Promoting a positive working atmosphere

The following resource is designed for candidates to consider and explore each of the points above. This resource also helps candidates to answer questions based on a source.

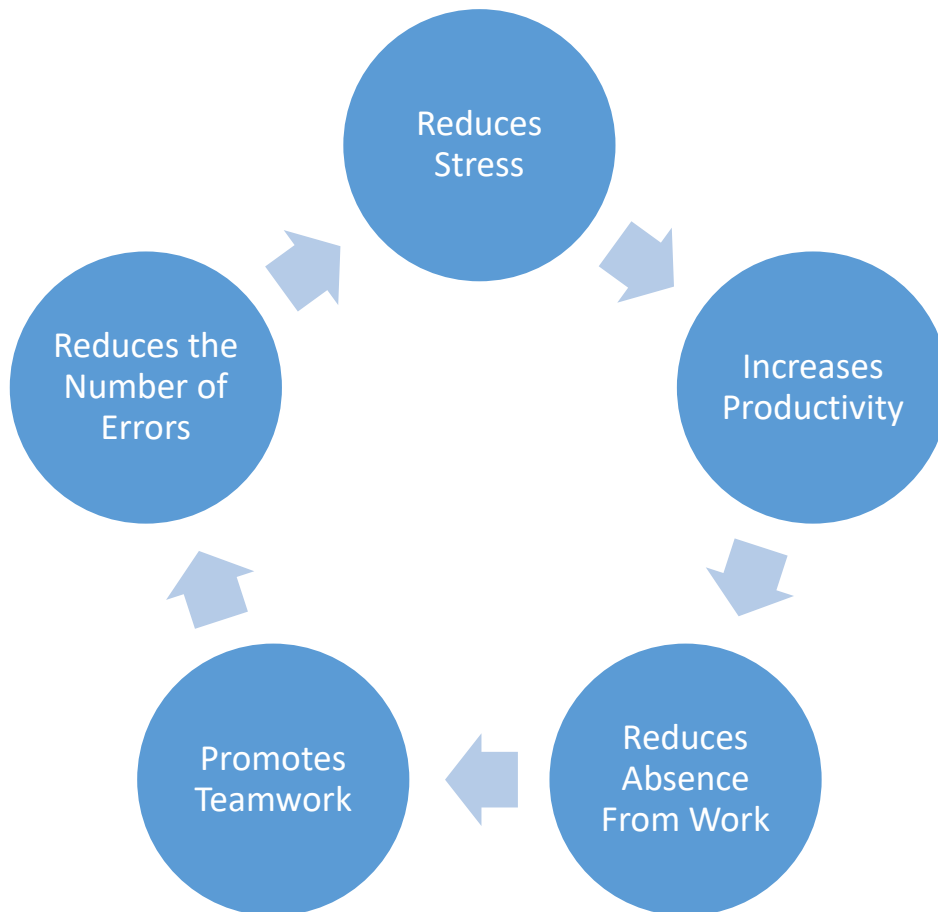
Positive Working Relationships

What is a positive working relationship?

A positive working relationship is whenever colleagues can work together, without conflict. This helps to build strong relationships in the workplace that fosters teamwork, openness and support.

Why are positive working relationships important?

Having positive working relationships are very important for a number of reasons.



Reduces stress: Positive working relationships help to reduce stress because the employees and employers can work together to achieve their goal. If there is a disagreement or breakdown in relationships, this can lead to an employee feeling stressed and not working to their full potential.

Increases productivity: Positive working relationships can increase productivity for two reasons. The first is that, by working together the employee will get more work done. The second is that if the employee is happy in their job then they will be more willing to work harder to get the task complete.

Reduces absence from work: If an employee does not have a positive working environment this can lead to stress, depression or other mental health issues. This can mean that the employee may require time off work due to illness. Employees may also be more likely to take 'sick days' where they may not necessarily be sick, but instead do not want to attend work because of poor working relationships.

Promotes teamwork: By having positive working relationships employees can work together in a team. By working in a team, deadlines are met and the task is made quicker and easier. This will then reduce stress as the task is not falling to one person.

Reduces the number of errors: If a task is being completed by a focused employee then it is more likely to be done correctly. If someone is not focused because of poor working relationships then errors are more likely. By working as a team errors are also reduced.

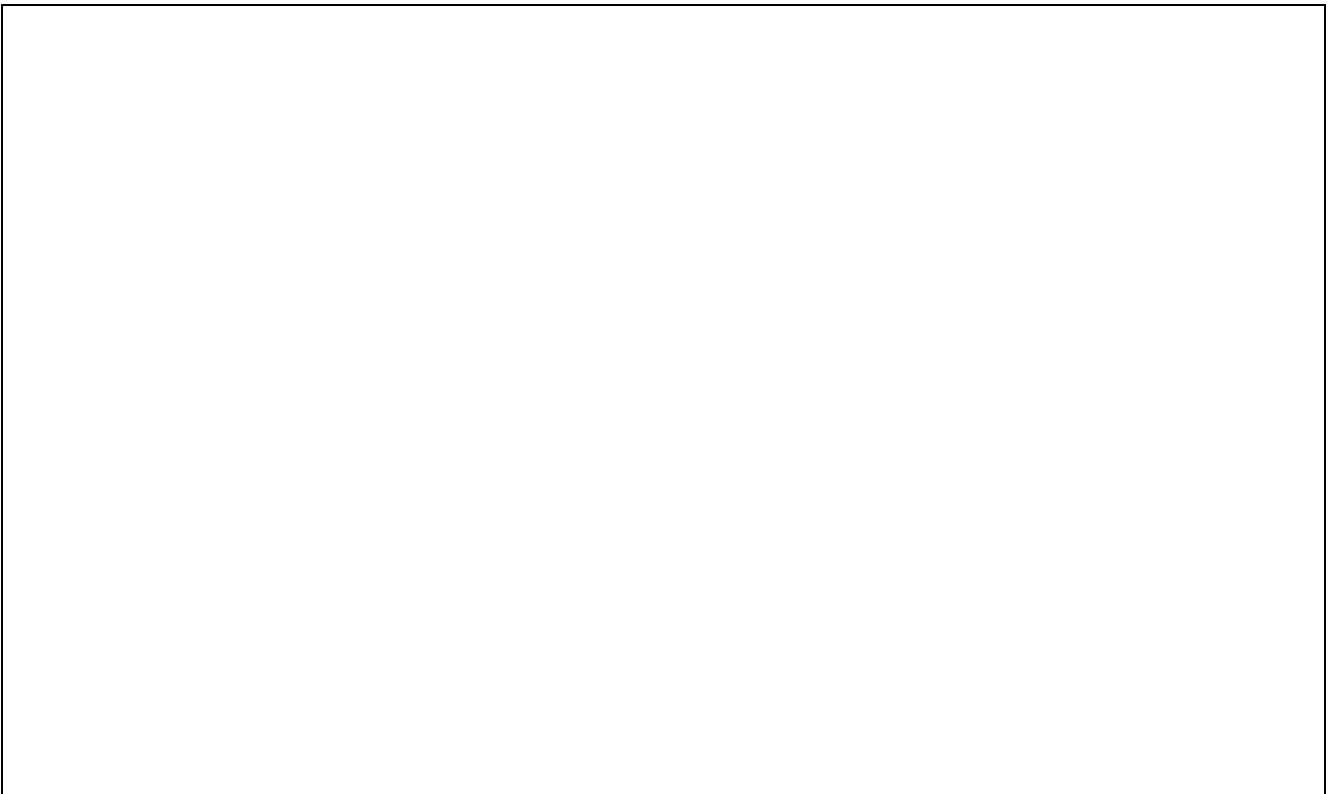
Do you think that the working relationships are positive? Why / Why not?

What is the cause of poor working relationships in this article?

What were the effects of poor working relationships in this article?



What strategies could the employer use to try to improve working relationships?



Introduction To Topic

Module: Employability

Section: 2 – Preparing for employment: recruitment and selection

Topic: Self-evaluation and reflection on interview to improve future performance.

On the previous specification, there was a focus on the application and interview process. One of the aspects that was missing was the idea of self-evaluation and reflection. This is an important area to consider given that it informs future interviews and helps to develop interview skills.

The following resource is designed for candidates to consider and explore the recruitment and selection process from application stage right through to after the interview.

Job Interview – Reflections



<u>The Application Process</u>	1 Very poor	2 Poor	3 Satisfactory	4 Good	5 Excellent	I could improve this area by.....
I read the job description carefully						
I included information about how I met the essential and desired criteria						
I read over my application form to make sure I had no spelling or grammar mistakes						
My application form was written neatly or word processed in the correct font and size						
I submitted my application form on time						



<u>Before The Interview</u>	1 Very poor	2 Poor	3 Satisfactory	4 Good	5 Excellent	I could improve this area by.....
I thought of prepared responses to potential interview questions						
I researched information about the business						
I read over my application form						
I planned my journey to ensure I would arrive on time						
I arranged time off work / school to attend the interview						



<u>During The Interview</u>	1 Very poor	2 Poor	3 Satisfactory	4 Good	5 Excellent	I could improve this area by.....
I was well presented						
I arrived on time for my interview						
I did not sit on my mobile phone in the interview waiting room						
I took the requested documents to the interview						
I greeted the interview panel						
I read over my application form						
I displayed positive body language						
I asked sensible questions at the end of the interview						
I thanked the interview panel for their time						

What are the key areas of the application process that you felt went well?

What are the key areas of the application process that you need to improve upon?



How do you think you could obtain feedback?

What questions would you ask the person giving you feedback?