

Level 2 – Unit 17 Presenting personal information for the workplace

Assessment guidance for centre assessors

Assessment must take place before submitting candidate work to the OCR Examiner-moderator. This should be made evident by the centre assessor using annotations (i.e. ticks and comments). Centre assessors must refer to the Teaching Content contained within the Unit specification.

	Assessment criteria	Guidance
1a	1.1 Identify personal information an individual would need in different workplace situations	Candidates must identify three workplace situations when personal information will be needed. For each of the situations, candidates must outline three pieces of personal information that need to be provided.
	1.2 Explain why different types of personal information are needed for different workplace situations	For each of the situations identified in AC1.1, candidates must give one reason why the information is needed.
	1.3 Explain the impact of not providing personal information for a workplace situation	For each of the situations identified in AC1.1, candidates must explain the impact (either on themselves or on the employer) of not providing the necessary information.
1b	1.4 Explain methods of presenting personal information in the workplace, to include: <ul style="list-style-type: none"> • routine situations • non-routine situations 	<p>Candidates must outline two routine and two non-routine workplace situations when personal information must be presented. Candidates must indicate an appropriate method of presenting the information and give one reason why the chosen method is appropriate. Extended responses are required.</p> <p>Candidates must cover all presentation methods identified in the Teaching Content.</p>

	Assessment criteria	Guidance
2	2.1 Explain how behaviours in the workplace can put personal information at risk	Candidates must identify two different behaviours an individual might demonstrate when looking after personal information. For each behaviour, candidates must outline one situation that demonstrates the behaviour and explain how such behaviour puts personal information at risk.
3a	3.1 Demonstrate the use of communication skills by providing accurate personal information in a routine telephone call, to include: <ul style="list-style-type: none"> • listening carefully • questioning for clarification • speaking clearly and effectively (tone, inflection, accent, language) • controlling the time and pace of the call • summarising information • checking for accuracy 	<p>Candidates must make or receive one routine workplace telephone call (real or simulated). A witness statement must indicate the four pieces of personal information provided during the call. The purpose of the telephone call must be identified. The witness statement must confirm that the candidate demonstrated the use of effective communication skills, as listed in AC3.1. The witness statement should be signed and dated by the witness.</p> <p>The workplace telephone call should be routine for the candidate. If necessary, tutors should indicate why this is appropriate for the individual's job role.</p>
3b	3.2 Demonstrate the use of communication skills by providing accurate personal information in a non-routine telephone call, to include: <ul style="list-style-type: none"> • listening carefully • questioning for clarification • speaking clearly and effectively (tone, inflection, accent, language) • controlling the time and pace of the call • summarising information • checking for accuracy 	<p>Candidates must make or receive one non-routine telephone call (real or simulated). A witness statement must indicate the four pieces of personal information provided during the call. The purpose of the telephone call should be identified. The witness statement must confirm that the candidate demonstrated the use of effective communication skills, as listed in AC3.2. The witness statement should be signed and dated by the witness.</p> <p>The workplace telephone call should be non-routine for the candidate. If necessary, tutors should indicate why this is appropriate for the individual's job role, eg ordering a buffet may be appropriate for a receptionist</p>

	Assessment criteria	Guidance
4a	4.1 Complete an application form, for a specific job, to include: <ul style="list-style-type: none"> • following instructions accurately • all sections completed (according to guidance) • fit for purpose • accurate spelling, punctuation and grammar 	Candidates must complete one application form for a specific job. The form must be completed in full, following all instructions. It must not contain any alterations (see bullet point in AC4.1). Candidates must not complete the section marked For Office Use Only. A scribe cannot be used for this task.
4b	4.2 Produce a covering document for an application for a specific job	Candidates must prepare a covering document (eg letter, email) to accompany the application form completed in AC4.1.
4c	4.3 Complete a form accurately with personal information, for a specific work situation, to include: <ul style="list-style-type: none"> • following instructions • completing all sections (according to guidance) • accurate spelling, punctuation and grammar 	Candidates must complete a form of their own choice, following the criteria listed under AC4.3. The form must relate to a work situation and it must provide an opportunity for the candidate to provide at least five pieces of personal information. The candidate's name, his/her signature and the date do not count as pieces of information; the address and postcode count as one item. The form (original or photocopy) must be attached. Candidates must indicate why or when they would need to complete their second form. A scribe cannot be used for this task.
4d	4.4 Produce documents checking they are: <ul style="list-style-type: none"> • legible • logical • in an appropriate format • free from alterations or changes 	Candidates must check the documents produced for Task 4a, 4b and 4c (AC4.1, AC4.2, AC4.3) and ensure that they are error-free and complete. They must attach the documents to the evidence booklet.

	Assessment criteria	Guidance
5	5.1 Produce a curriculum vitae (CV) for use in relation to a specific job opportunity, to include: <ul style="list-style-type: none"> • name • contact details • schools and colleges attended (including dates) • referee (including full contact details) • personal attributes • skills and experience • other relevant information 	Candidates must produce a CV that is either word processed or handwritten.. The CV must include all details listed in AC5.1. Other relevant information could include qualifications achieved or being worked towards (with dates), hobbies and interests. The CV must be attached. It must be legible and follow an appropriate structure. It should not contain errors. Candidates may use a template. A scribe cannot be used for this task.
	5.2 Produce a curriculum vitae (CV) for use in relation to a specific job opportunity, checking that it is: <ul style="list-style-type: none"> • legible • logical • in an appropriate format • checked and free from errors 	
	5.3 Produce a covering document to accompany a CV for use in relation to employment opportunities, to include: <ul style="list-style-type: none"> • correct style, language and grammar • correct format and layout 	Candidates must produce a covering document (eg, letter or email) to accompany the CV produced in AC5.1 and AC5.2.

	Assessment criteria	Guidance
6a	6.1 Collate evidence of personal achievements in relation to an employment-related situation	Candidates must collect and collate (ie put into a logical order) evidence of two personal achievements in relation to an employment-related situation. This evidence should not be submitted to OCR but a witness statement should identify what evidence has been collected and collated, the format used for the presentation and give a comment on how the evidence related to the chosen situation, including its appropriateness. The witness must sign and date the witness statement.
	6.2 Present evidence of own personal achievements in different formats, in relation to an employment-related situation	
6b	6.3 Explain why presentation of personal information is important in employment-related situations	Candidates must give two reasons why the presentation of personal information is important in employment-related situations. Two sentences for each reason are required, with a supporting example.
7	7.1 Assess written and verbal skills when presenting personal information	Candidates must describe one strength and one weakness in their written and verbal skills. Extended responses are required. Examples must relate to work-related situations.
	7.2 Describe ways to improve written and verbal skills for future presentation of own personal information	For each weakness identified in AC7.1, candidates must describe one way they could improve. Extended responses are required.
	7.3 Describe why it is important to improve written and verbal skills for the presentation of own personal information	For each weakness identified in AC7.1, candidates must give one reason why it is important for them to improve their written and verbal skills. Extended responses are required.