

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 2 in Human Resources Qualification code: PQFC05020112					
Qualification structure					
Qualification type: Principal Qualification	Discipline: F	Sector: C05	Level: 2	No in series: 01	Year of approval: 12
Credit value: 18 Credit hours		Certification requirement: 6 Units; 3 Core, 3 Specialist			
Qualification aims					
<p>The aim of this qualification is to recognise the knowledge, skills and application required by learners to be able to function as Human Resources clerical workers in the workplace and to provide individuals with an opportunity to identify and know the skills and knowledge needed to work under one's own responsibility, work in a human resource environment and provide human resources administrative support services. The units encompass a narrow range of competencies applicable to the administration sector within any human resource environment.</p>					
Qualification units					
Core units					
Unit code:	Unit no:	Unit title:	Level:	Credit value:	
FC000200212	1	Follow safe practice in the office environment	2	3	
FC000200312	2	Communicate information using different types of communication	2	3	
OF450200312	3	Recognise aspects of Citizenship	2	4	
Specialised units					
Unit code:	Unit no:	Unit title:	Level:	Credit value:	
FC050200312	4	Carry out own responsibilities at work	2	2	
FC050200412	5	Work within a human resource environment	2	3	
FC050200512	6	Provide Human Resource administrative support services	2	3	
Optional units					
Unit code:	Unit no:	Unit title:	Level:	Credit value:	
Prerequisites					
Entry requirements			Requirements		
Certificate 2 in Human Resources is open to candidates of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning. There should be equality of access for candidates and candidates must be enabled and supported to undertake this qualification.			<ul style="list-style-type: none"> • IELTS level 3.0 is preferred. • IT skills would be an advantage. • Pre-entry requirement of Certificate 1 level. Credit transfer is available as published.		

All institute staff involved in the assessment or delivery of these qualifications should understand learner's requirements and through initial assessment, match them to the needs and capabilities before entering learners as candidates for this qualification.		
Qualification pathways		
This qualification	Pathways	
Certificate 2 in Human Resources	Certificate 3 in Human Resources Certificate 4 in Human Resources Diploma in Human Resources	
Copyright and ownership	Modification history	
Copyright of units, Intellectual Property Rights and ownership of the qualification will be owned by ACTVET.	Release no: 1	Previous code:
	Comment:	New code:
National Occupational Skill Standards (NOSS)	Not available in the UAE UK used as substitute	

Abu Dhabi Centre for Technical and Vocational Education and Training
 Human Resources
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 Qualification code: PQFC05020112

Qualification overview

This qualification is suitable for	<p>People intending to work as first line clerical staff across a wide range of industries and types of organisations in the UAE. This qualification is aimed at candidates who work in first line level office administration and human resource functions and is for people that were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training. There is no age group restriction for learners.</p>
Target market	<p>The target market for this qualification is for unemployed school leavers with no experience of office or clerical work as first line employees with no previous qualifications.</p>
Job activities/tasks	<p>The core component of this qualification contains competencies in: Health and safety, communication, citizenship and documentation operating in a work environment</p>
Work context/conditions	<p>This qualification is for any individual who is, or wishes to be, involved in the administration or human resource function in any organisation or office in any sector, or field.</p>
Example employers	<p>Government organisations. Private sector employers.</p>
Example jobs	Related occupations
<p>Human Resource officer Office worker Administration assistant Clerk Office junior</p>	<p>Customer service staff</p>
Professional association	<p>International professional association such as Chartered Institute of Professional Development.</p>

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Delivery and Assessment

Mode of delivery	
<p>Mode of delivery will be classroom or any other mode of delivery that meets the needs of the learner, ensuring learner has access to appropriate resources. It is strongly advised that learning and development of subject content and associated skills be referenced to real vocational situations in an office environment.</p>	
Arrangements for learners with special assessment requirements	
<p>Arrangements for learners with special assessment requirements may need to be adapted to meet;</p> <ul style="list-style-type: none"> • language requirements • cultural or religious requirements • physical disabilities • particular learning needs. 	
Trainer qualifications	
<p>Training of learners will be by qualified Licensed Vocational Trainers who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Trainer (proposed). Licensed Vocational Trainers should be qualified and have recent experience of work in office environments. The trainer will comply with all licensing and accreditation requirements for an ACTVET Licensed Trainer.</p>	
Training methods	
<p>Licensed Vocational Trainers must use appropriate methods of training for classroom environment that reflects the vocational requirements of a workplace setting. Learning must be paced to meet the learner’s needs, preferred style of learning and is taught at a level where all learners comprehend the concepts trained.</p>	
Assessment	
<p>Assessment will be in classroom environment conducted by Assessors who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Assessor. Assessment methodology will be selected to utilise the most appropriate methods of assessment for the knowledge or skill involved and will be tailored to meet the requirements of the Unit Standards. Assessors must take into consideration any special assessment arrangements for learners to ensure learners are not disadvantaged in the assessment process.</p>	<p>Assessors must have:</p> <ul style="list-style-type: none"> • licensed Vocational Assessor qualifications or similar • applied industrial experience • assessment practices that meet QFEmirates National Standards of assessment • regular professional development practices.

Assessment methods	
<p>All assessment methods must use the appropriate assessment methods to assess knowledge and skill. There must be fair, valid, reliable, authentic and sufficient evidence for all assessment criteria.</p> <p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this qualification:</p> <ul style="list-style-type: none"> • assessment of written reports summarising results of candidate skills assessment and selection outcomes • observation of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • oral or written questioning • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors, managers, clients or candidates 	
Assessor decisions will make assessments that will be coded according to the following schedule:	Code to be inserted on record sheet
<p>Observation of the candidate by the assessor (Role play scenarios included)</p> <p><i>Examination of the evidence by the assessor:</i></p> <p>Examination of a product</p> <p>Examination of the witness/expert testimony</p> <p>Examination of a case history</p> <p>Examination of a personal statement</p> <p>Examination of written answers to questions</p> <p><i>Questioning of the candidate or witness by the assessor:</i></p> <p>Questioning of the candidate</p> <p>Questioning of the witness</p> <p>Professional Discussion</p> <p>Realistic working environment</p> <p>Simulation</p>	<p>O</p> <p>EP</p> <p>EWT</p> <p>ECH</p> <p>EPS</p> <p>EWQ</p> <p>QC</p> <p>QW</p> <p>PD</p> <p>RWE</p> <p>S</p>
Verifier	Vocational verifiers must have
<p>The Verifier will observe Assessors carrying out assessments, review assessment decisions from the evidence provided and hold meetings with the assessment team to ensure consistency in the use of paperwork and interpretation of the qualification's requirements. Verifiers will ensure that learner tracking of registration for qualifications, assessment decisions and achievement, are recorded and maintained accurately and timely and are open to scrutiny.</p>	<ul style="list-style-type: none"> • verifier qualifications or similar • applied industrial experience • verification practices that meet NQEmirates National Standards of verification • regular professional development practices • ability to manage the learner's work environment for the verification process • ability to evidence standardisation processes.

Verification method	
Assessment and verification process will conform to the following:	
<ul style="list-style-type: none"> • Institute systems for learner, assessment and verification are unified. • Qualified Assessors must be used for all assessment. • Learner's achievement is evidenced and recorded. • Learner is included in the assessment decision making process. • Assessment of learner's achievement is evidenced by best practice. • Assessment takes into account diversity and language differences. • Assessment of learner's achievement is tracked and recorded. • Learner will be able to compile their portfolio using their preferred technology. • Assessment uses valid, fair, authentic and reliable practice and reduces barriers to assessment. 	<ul style="list-style-type: none"> • Evidence collection makes efficient use of assessment opportunities and work production. • Licensed Vocational Verifiers must be used for all verifications. • Verification of learner's achievement is evidenced by best practice. • Verification of learner's achievement is tracked and recorded. • Standardisation of assessment and verification processes are evidenced • Evidence of sharing of learner, assessor and verifier best practice. • Evidence that complaints are addressed, recorded and solved effectively. • National Industry Sector Classification Code (SIC) to classify units and qualifications as per the guidance in the QFEmirates handbook.
Assessing and grading	
<p>This qualification is a knowledge, skills and application qualification. Assessment should, where possible, take a holistic approach. Assessment in one unit can be used as the assessment for another, if the assessed piece of work covers the criteria in the units. Assessment must be accessible for learners and the process of assessment as simple as possible. Learners must demonstrate competence by producing a portfolio of evidence.</p> <p>This qualification is examined in two ways: assessment of performance and underpinning knowledge. All performance is assessed by an assessor against the performance criteria and recorded in the Cumulative Assessment Record. Competence recognises all qualification requirements have been achieved. Not yet competent means all requirements have been attempted but yet to be achieved, insufficient evidence means all requirements have not been attempted. Underpinning knowledge is examined that more than 80% of the predetermined marking criteria should be met.</p> <p>This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended will require prior approval from the External Verifier.</p>	
Learner evidence	
Learners must demonstrate knowledge and skill achievement in a presented portfolio.	
Integrated assessment	
Opportunities for integrated assessment are possible between units 2, 4, 5, and 6 and 2 and 3.	

Risk in assessment

The learner's work environment needs proper management and risk management analyses. The following risks will be observed in the training, assessment and verification phases:

- health and safety
- stressing the learner
- inauthentic evidence/collation/unjustifiable support to the learner
- over-assessment
- potential of unfairness to the learner
- failing to meet assessment strategy of a qualification.

Appeals procedure

In the event that a learner judges that he is being unfairly considered in the assessment or verification process he has the right to appeal using the recognised appeals procedure and documentation (not included in this submission).

In the event that an assessor judges that he is being unfairly considered in the assessment or verification process he has the right to appeal using the recognised appeals procedure and documentation.

Abu Dhabi Centre for Technical and Vocational Education and Training
 Human Resources
 Qualification title: Certificate 2 in Human Resources
 Qualification code: PQFC05020112

Unit: 1
 Unit title: Follow safe practice in the office environment
 Unit code: FC000200212
 Business Administration

Level: 2	Credit value: 3	Notional learning hours: 45 hours
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Unit information

Unit description of content

This unit is about identifying safety procedures in an office environment, following safe practice and reporting an incident in an office environment.

Information for learning and achievement
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This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance.

Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. ‘Competent’ recognises all unit criteria have been achieved. ‘Not yet competent’ means all criteria have been attempted but yet to be achieved, ‘insufficient evidence’ means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learners’ work in the centre for up to one year.
 Encourage learners to maintain learning logs and evidence of professional development.
 Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

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 Human Resources
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Unit: 1
 Unit title: Follow safe practice in the office environment
 Unit code: FC000200212
 Business Administration

Level: 2	Credit value: 3	Notional learning hours: 45 hours
Assessment criteria: Knowledge, skills, and application (KSA)		
Learning outcomes		
Learning outcome 1: Understand how to identify safety procedures for a given situation in an office environment		
Performance criteria: 1.1 Safe work procedures are explained. 1.2 Hazards are identified in the office environment. 1.3 First aid requirements are explained for a given situation. 1.4 Evacuation requirements are explained for a given situation.		
Learning outcome 2: Understand how to follow safe practice in an office environment		
Performance criteria: 2.1 Personal safe working practices are explained. 2.2 Injury is reported for a given situation. 2.3 Safe office working practices are identified.		
Learning outcome 3: Be able to report an incident		
Performance criteria: 3.1 Emergency response team is identified for an incident in a given situation. 3.2 Emergency services contact processes are described. 3.3 Actions are outlined in emergency for a given situation.		
Evidence guideline		
<ul style="list-style-type: none"> • Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations. • Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements. • Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier. • Learners should demonstrate no less than 80% of the requirements for the summative assessment. • Re submissions are permissible. 		
Evidence requirements		
<ol style="list-style-type: none"> 1. Learners understand how to identify safety procedures, hazards, and first aid and evacuation requirements for a given situation within an office environment and evidence with examples. 2. Learners understand how to follow safe work practices and evidence with examples. 3. Learners report an incident and evidence with examples. 4. Learners review own work and identify performance improvement strategies. 		

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Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 1

Unit title: Follow safe practice in the office environment

Unit code: FC000200212

Business Administration

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X						
	1.2		X					
	1.3		X					
	1.4					X		
2	2.1		X	X				
	2.2	X	X	X				
	2.3		X		X	X		
3	3.1	X			X			
	3.2	X						
	3.3	X	X	X	X	X		X

Abu Dhabi Centre for Technical and Vocational Education and Training

Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 2

Unit title: Communicate information using different types of communication

Unit code: FC000200312

Business Administration

Level: 2	Credit value: 3	Notional learning hours: 45 hours
Unit information		
Unit description of content		
This unit is about receiving information from various sources, formulating information and communicating information using a variety of methods		
Information for learning and achievement		
This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.		
Assessment strategy		
Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome. This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted. This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier. Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.		
Recording and storing of learner achievement		
Keep evidence of learners' work in the centre for up to one year. Encourage learners to maintain learning logs and evidence of professional development. Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.		

Abu Dhabi Centre for Technical and Vocational Education and Training
 Human Resources
 Qualification title: Certificate 2 in Human Resources
 Qualification code: PQFC05020112

Unit: 2
 Unit title: Communicate information using different types of communication
 Unit code: FC000200312
 Business Administration

Level: 2	Credit value: 3	Notional learning hours: 45 hours
Assessment criteria: knowledge, skills and application		
Learning outcomes		
Learning outcome 1: Be able to receive information from various sources		
Performance criteria: 1.1. Incoming oral information is handled. 1.2. Incoming written information is handled. 1.3. Incoming non-verbal communication is handled.		
Learning outcomes 2: Be able to formulate information using various methods		
Performance criteria: 2.1. Notes produced from oral information is transposed into writing. 2.2. Written information is transposed into oral messages. 2.3. Non-verbal behaviour is transposed into writing.		
Learning outcome 3: Be able to communicate information using a variety of methods		
Performance criteria: 3.1. Communication is applied verbally. 3.2. Communication is applied in writing. 3.3. Communication is applied non-verbally.		
Evidence guideline		
<ul style="list-style-type: none"> ▪ Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations. ▪ Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements. ▪ Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier. ▪ Learners should demonstrate no less than 80% of the requirements for the summative assessment. ▪ Re submissions are permissible. 		
Evidence requirements		
<ol style="list-style-type: none"> 1. Learners receive incoming information and evidence with a report with 80% accuracy of the message. 2. Learners formulate a message based on information provided and evidence with 80% accuracy of the message. 3. Learners communicate in different ways and evidence examples. 4. Learners review own work and identify performance improvement strategies. 		

Abu Dhabi Centre for Technical and Vocational Education and Training

Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 2

Unit title: Communicate information using different types of communication

Unit code: FC000200312

Business Administration

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X	X			X	
	1.2		X					
	1.3	X	X					
2	2.1	X	X					
	2.2	X	X					
	2.3	X	X					
3	3.1	X	X					
	3.2	X	X					
	3.3	X	X					

Abu Dhabi Centre for Technical and Vocational Education and Training

Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 3

Unit title: Recognise aspects of citizenship

Unit code: OF450200312

Citizenship

Level: 2

Credit value: 4

Notional learning hours: 60 hours

Unit Information

Unit description of content

This unit aims to enable learners to achieve the necessary knowledge and skills to become aware of the various aspects of active citizenship including; rights and responsibilities, the role of equal opportunity, the importance of political systems and a range of public services contributions to the local community.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance.

Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

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Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learners' work in the centre for up to one year.

Encourage learners to maintain learning logs and evidence of professional development.

Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training

Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 3

Unit title: Recognise aspects of citizenship

Unit code: OF450200312

Citizenship

Level: 2

Credit value: 4

Notional learning hours: 60 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand that individuals have rights and responsibilities

Performance criteria:

- 1.1. Legal rights of a UAE citizen or resident are identified (for example right to vote, educational rights, age of consent).
- 1.2. Article 22 of the Constitution requiring UAE citizens or residents to protect public property is examined.
- 1.3. One responsibility is identified that individuals have to others.

Learning outcome 2: Understand the concept of equal opportunity

Performance criteria:

- 2.1. Own understanding of the term “Equal Opportunities” is outlined.
- 2.2. Equal opportunities issues reflected in legislation (for example Disability Discrimination Act 2006, Federal Law no 14 of 2009 “Individuals with special needs”, Zayed Higher Organisation for Humanitarian Care, Special Needs and Minors, Woman’s Anti-discrimination Convention - UN) are described.
- 2.3. Identify and explain benefits of equal opportunities for a group of people in the community.

Learning outcome 3: Be able to show an awareness of national policies

Performance criteria:

- 3.1. Government decisions that affect every citizen in the UAE are discussed.
- 3.2. Election voting is explained for the UAE.
- 3.3. Prime Minister’s area of responsibility is stated.

Learning outcome 4: Be able to show an awareness of the range of public services available in the local community

Performance criteria:

- 4.1. The main public services available are listed for own local community.
- 4.2. A Public service office is visited and information is gained.

Learning outcome 5: Be able to explore community issues through active participation

Performance criteria:

- 5.1. Interpersonal communication and networking skills are used to collect information from key community people and groups in the community.
- 5.2. The relevance of the community issues are discussed and addressed with others.

Evidence guideline

- Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
- Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
- Summative assessment is project based from real live work situations. Simulation is only

permissible with the written approval of the Internal Verifier.

- Learners should demonstrate no less than 80% of the requirements for the summative assessment.
- Re submissions are permissible.

Evidence requirements

1. Learners list legal rights and responsibilities of individuals and citizens in the UAE and evidence with examples.
2. Learners describe the principles of equal opportunities and evidence with examples.
3. Learners describe some national policies and evidence with examples.
4. Learners describe the purpose and value of active participation in the community and evidence with examples.
5. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training

Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 3

Unit title: Recognise aspects of citizenship

Unit code: OF450200312

Citizenship

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X	X				X
	1.2		X		X	X		X
	1.3			X				X
2	2.1	X		X				X
	2.2	X	X		X			X
	2.3		X	X	X			X
3	3.1		X		X			X
	3.2	X	X					X
	3.3	X	X	X	X			X
4	4.1		X	X	X			X
	4.2		X	X	X		X	X
5	5.1	X	X	X		X		X
	5.2	X	X	X		X		X

Abu Dhabi Centre for Technical and Vocational Education and Training

Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 4

Unit title: Carry out own responsibilities at work

Unit code: FC050200312

Human Resources

Level: 2	Credit value: 2	Notional learning hours: 30 hours
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Unit information

Unit description of content

This unit addresses knowledge, skills and application within a human resource environment for learners who have commenced work under a probationary level in order to enhance their ability to function effectively including communicate effectively, accept responsibility for own work and its delivery, improve own performance and behave in a way that encourages effective working.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

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Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. ‘Competent’ recognises all unit criteria have been achieved. ‘Not yet competent’ means all criteria have been attempted but yet to be achieved, ‘insufficient evidence’ means not all criteria have been attempted.

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Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

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Encourage learners to maintain learning logs and evidence of professional development. Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

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Unit: 4
 Unit title: Carry out own responsibilities at work
 Unit code: FC050200312
 Human Resources

Level: 2	Credit value: 2	Notional learning hours: 30 hours
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Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to communicate information at work

- Performance criteria:
- 1.1. Information that other people are communicating and points of uncertainty are questioned and focused upon.
 - 1.2. Accurate, clear and structured information is provided confidently to other people in a way that meets their needs.
 - 1.3. Useful contributions to discussions are made.
 - 1.4. Main points needed within written materials are extracted.
 - 1.5. Written information is provided to other people accurately and clearly.

Learning outcome 2: Be able to plan and be accountable for your work

- Performance criteria:
- 2.1. Realistic performance objectives and KPI's are achieved and timescales for own work are agreed upon.
 - 2.2. Best use of time and other resources needed are planned.
 - 2.3. Problems that arise are identified and reported using the support of other people when necessary.
 - 2.4. Other people are kept informed of own progress.
 - 2.5. Deadlines are met and timescales and plans renegotiated on time.
 - 2.6. Responsibility for own work is taken and responsibility for any mistakes is accepted.
 - 2.7. Agreed guidelines, procedures and codes of practice are followed.

Learning outcome 3: Be able to improve own performance

- Performance criteria:
- 3.1. Feedback from other people is encouraged and accepted.
 - 3.2. Useful feedback on ways to improve own work and put improvements into practice is agreed.
 - 3.3. A learning plan that meets employee's needs is followed.
 - 3.4. Learning plan progress is reviewed and updated.

Learning outcome 4: Be able to support effective working

- Performance criteria:
- 4.1. High standards of work are set and commitment to achieving these standards is demonstrated.
 - 4.2. Own needs and rights are understood.
 - 4.3. A willingness to take on new challenges is demonstrated.
 - 4.4. Adaptability to change is demonstrated.

4.5. Honesty, respect and consideration are demonstrated towards other people.

4.6. Help and support to other people are demonstrated.

Evidence guideline

- Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
- Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
- Summative assessment is project based from real live work situations.
- Simulation is only permissible with the written approval of the Internal Verifier.
- Learners should demonstrate no less than 80% of the requirements for the summative assessment.
- Re submissions are permissible.

Evidence requirements

1. Learners receive and send information, contribute to discussions, and evidence with examples.
2. Learners receive and follow instructions, guidelines, procedures, and codes of practice, report on planning, working methods, progress and problems, and evidence with examples.
3. Learners receive feedback on performance in the workplace and evidence with examples.
4. Learners list standards for own work, for respect and honesty in the workplace, for needs and rights of self and others, and evidence with examples.
5. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training

Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 4

Unit title: Carry out own responsibilities at work

Unit code: FC050200312

Human Resources

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X					
	1.2			X				
	1.3		X	X		X		
	1.4	X	X	X				
	1.5	X	X	X				
2	2.1		X	X	X			
	2.2		X					
	2.3		X		X	X		
	2.4		X		X	X		
	2.5		X	X		X		
	2.6		X	X		X		
	2.7		X	X				
3	3.1			X	X			
	3.2	X	X		X	X		
	3.3	X		X	X	X		
	3.4	X	X	X	X	X		
4	4.1		X		X	X		
	4.2		X		X	X		X
	4.3		X	X				
	4.4			X				
	4.5		X	X	X			X
	4.6			X	X	X		

Abu Dhabi Centre for Technical and Vocational Education and Training
 Human Resources
 Qualification title: Certificate 2 in Human Resources
 Qualification code: PQFC05020112

Unit: 5
 Unit title: Work within a human resource environment
 Unit code: FC050200412
 Human Resources

Level: 2	Credit value: 3	Notional learning hours: 45 hours
Unit Information		
Unit description of content		
<p>This unit addresses the knowledge, skills and application required by entry level candidates within a human resources environment who are required to work toward their organisations human resources purpose and value, enhance their competencies including working effectively within an organisation, supporting its purpose and values, apply employer responsibilities, applying employment rights and responsibilities, supporting sustainability, respecting diversity and protecting security and confidentiality</p>		
Information for learning and achievement		
<p>This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements</p>		
Assessment strategy		
<p>Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.</p> <p>This qualification is examined in two ways: assessment of underpinning knowledge and performance.</p> <p>Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. ‘Competent’ recognises all unit criteria have been achieved. ‘Not yet competent’ means all criteria have been attempted but yet to be achieved, ‘insufficient evidence’ means not all criteria have been attempted.</p> <p>This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.</p> <p>Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrams.</p>		
Recording and storing of learner achievement		
<p>Keep evidence of learner’s work in the centre for up to one year.</p> <p>Encourage learners to maintain learning logs and evidence of professional development.</p> <p>Ensure learners maintain portfolios of work as evidence of achieving learning outcomes</p>		

Abu Dhabi Centre for Technical and Vocational Education and Training
 Human Resources
 Qualification title: Certificate 2 in Human Resources
 Qualification code: PQFC05020112

Unit: 5
 Unit title: Work within a human resource environment
 Unit code: FC050200412
 Human Resources

Level: 2	Credit value: 3	Notional learning Hours: 45 hours
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Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to work to achieve organisation’s human resources purpose and values

Performance criteria:
 1.1. Supporting team’s objectives are undertaken in a manner conducive to team work.
 1.2. Policies, systems and procedures that are relevant to role are followed.
 1.3. Relevant organisational values are put into practice in all respect of your work.
 1.4. The image of the organisation is protected by understanding the importance of working with outside organisations and individuals.
 1.5. Guidance from others about unsure objectives, policies, systems, procedures and values is sought in advance.

Learning outcome 2: Be able to apply employment policies and procedures

Performance criteria:
 2.1. Candidate employee policies and procedures are accessed.
 2.2. Candidates responsibilities to employer are carried out in a way that are consistent with contract of employment.
 2.3. Candidate employee policies and procedures are understood.
 2.4. Clarification of employees application of policies and procedures is sought by candidate where required.

Learning outcome 3: Be able to support diversity within a human resources environment

Performance criteria:
 3.1. Concepts of interacting with other people in a way that is sensitive to their needs and respectful to their background, abilities, values, customs and beliefs are demonstrated.
 3.2. Work interaction with others is improved by learning from others.
 3.3. Organisation’s policies and procedures in relation to discrimination legislation are followed.

Learning outcome 4: Be able to maintain security and confidentiality in HR

Performance criteria:
 4.1. Security of property consistent with the organisation’s policies and procedures is maintained.
 4.2. Security and confidentiality of information consistent with the organisation’s policies and procedures are maintained.
 4.3. Concerns about security and confidentiality are reported to an appropriate person.

Evidence guideline

- Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
- Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
- Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.

- Learners should demonstrate no less than 80% of the requirements for the summative assessment.
- Re submissions are permissible.

Evidence requirements

1. Learners list organizational procedures, policies, systems, practices and values and evidence with examples.
2. Learners list employment policies and procedures and evidence with examples.
3. Learners describe diversity in the workplace and ways to support diversity, and evidence with examples.
4. Learners describe the purpose and procedures of maintaining security and confidentiality in HR, and evidence with examples.
5. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training

Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 5

Unit title: Work within a human resource environment

Unit code: FC050200412

Human Resources

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1			X			X	
	1.2	X		X			X	
	1.3	X	X	X	X			
	1.4	X	X	X	X			
	1.5	X	X	X	X			
2	2.1			X			X	
	2.2			X			X	
	2.3			X			X	
	2.4	X	X	X			X	
3	3.1		X	X	X	X		
	3.2		X	X	X	X		
	3.3		X	X	X	X		
4	4.1		X	X	X	X		
	4.2	X	X	X	X	X	X	
	4.3		X	X	X	X		

Abu Dhabi Centre for Technical and Vocational Education and Training
 Human Resources
 Qualification title: Certificate 2 in Human Resources
 Qualification code: PQFC05020112

Unit: 6
 Unit title: Provide human resources administrative support services
 Unit code: FC050200512
 Human Resources

Level: 2	Credit value: 3	Notional learning hours: 45 hours
Unit information		
Unit description of content		
<p>This unit addresses the knowledge, skills and application required by probationary entry level candidates within a human resources environment who need to complete administrative tasks, including using office equipment, organizing travel arrangements, managing diary procedures and store and retrieve information</p>		
Information for learning and achievement		
<p>This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.</p>		
Assessment strategy		
<p>Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.</p> <p>This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. ‘Competent’ recognises all unit criteria have been achieved. ‘Not yet competent’ means all criteria have been attempted but yet to be achieved, ‘insufficient evidence’ means not all criteria have been attempted.</p> <p>This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.</p> <p>Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.</p>		
Recording and storing of learner achievement		
<p>Keep evidence of learner’s work in the centre for up to one year. Encourage learners to maintain learning logs and evidence of professional development. Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.</p>		

Abu Dhabi Centre for Technical and Vocational Education and Training
 Human Resources
 Qualification title: Certificate 2 in Human Resources
 Qualification code: PQFC05020112

Unit: 6
 Unit title: Provide human resources administrative support services
 Unit code: FC050200512
 Human Resources

Level: 2	Credit value: 3	Notional learning hours: 45 hours
Assessment criteria: Knowledge, skills and application (KSA)		
Learning outcomes		
Learning outcome 1: Understand how to make arrangements for meetings		
Performance criteria: 1.1. Types of meetings and their main features are identified. 1.2. The sources and types of information needed to arrange a meeting are identified. 1.3. How to arrange a meeting is described.		
Learning outcome 2: Understand procedures for organising travel arrangements		
Performance criteria: 2.1. The purpose of and requirements for business travel are explained and confirmed. 2.2. The procedures to follow for the main types of business travel arrangements are outlined. 2.3. The purpose of keeping records of business travel arrangements is explained.		
Learning outcome 3: Understand diary management procedures		
Performance criteria: 3.1. The purpose of using a diary system to plan activities is explained. 3.2. Types of information needed to maintain a diary system is classified.		
Learning outcome 4: Understand processes and procedures for storing and retrieving information		
Performance criteria: 4.1. The purpose of storing and retrieving required information is explained. 4.2. Different information systems and their main features are identified. 4.3. Organisational requirements for the security and confidentiality of information are explained. 4.4. Checking information for accuracy is explained. 4.5. The purpose of providing information to agreed format and timescales are explained. 4.6. Types of information that may be deleted are identified. 4.7. Problems that occur with information systems and how to deal with them when necessary are described.		
Learning outcome 5: Be able to store information		
Performance criteria: 5.1. Information to be stored is identified, confirmed and collected. 5.2. Organisational procedures for security and confidentiality of information storage are followed. 5.3. Information is stored in approved locations. 5.4. Stored information is checked and updated as required. 5.5. Stored information is deleted as required. 5.6. Problems are dealt with or referred as required.		
Learning outcome 6: Be able to retrieve information		
Performance criteria: 6.1. Information to be retrieved is confirmed and identified. 6.2. Information is located and retrieved as required.		

- 6.3. Information is checked and updated as required.
- 6.4. Information in the agreed format and timescales is provided.
- 6.5. Problems are dealt with or referred as required.

Evidence guideline

- Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
- Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
- Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.
- Learners should demonstrate no less than 80% of the requirements for the summative assessment.
- Re submissions are permissible.

Evidence requirements

1. Learners list types of meetings, the purpose of meetings and procedures to organise a meeting and evidence with examples.
2. Learners list types of travel, the purpose of travel and procedures to make travel arrangements and evidence with examples.
3. Learners list the purpose of a diary system and the information needed to maintain a diary system and evidence with examples.
4. Learners list the types, features, characteristics and purposes of information systems, and evidence with examples.
5. Learners store, check and retrieve information and evidence with examples.
6. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training

Human Resources

Qualification title: Certificate 2 in Human Resources

Qualification code: PQFC05020112

Unit: 6

Unit title: Provide human resources administrative support services

Unit code: FC050200512

Human Resources

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X	X				
	1.2	X	X	X				
	1.3	X	X	X				
2	2.1	X	X	X	X			
	2.2	X	X	X				
	2.3	X	X	X			X	
3	3.1	X	X	X				
	3.2	X	X	X				
4	4.1	X	X				X	
	4.2	X	X	X				
	4.3	X	X	X	X	X	X	
	4.4	X	X				X	
	4.5	X	X	X	X		X	
	4.6	X	X	X	X		X	
	4.7	X	X	X		X	X	
5	5.1	X	X				X	
	5.2	X	X	X		X	X	X
	5.3	X	X				X	
	5.4	X	X	X			X	
	5.5	X	X	X			X	
	5.6	X	X	X		X		
6	6.1	X	X	X			X	
	6.2	X					X	
	6.3	X					X	
	6.4	X		X				
	6.5	X	X	X		X		