

## Level 2 Certificate in Employability Skills



International  
Qualifications from EDI

### Syllabus

Effective from: 1 October 2007

## **INTRODUCTION**

EDI is a leading international awarding body that was formed through the merger of the London Chamber of Commerce and Industry Examinations Board (LCCIIQ) and a leading online assessment provider GOAL. EDI now delivers EDI and LCCI International Qualifications (LCCI IQs) through a network of over 5000 registered centres in more than 120 countries worldwide. Our range of business-related qualifications are trusted and valued by employers worldwide and recognised by universities and professional bodies.

### **Level 2 Certificate in Employability Skills**

#### **Aims**

The aims of the qualification are to provide:

- provide candidates with the knowledge, understanding and skills necessary to enter and remain in employment
- help candidates to develop and enhance the essential skills and techniques required in the working environment
- provide the opportunities for candidates to develop a range of personal qualities and attitudes essential for successful performance in the workplace.

#### **Target audience and candidate progression**

This qualification is suitable for those who are in full-time education and training and will be seeking employment soon, or those who are currently employed and who want to improve their employability and personal effectiveness in the workplace. This practical qualification covers generic workplace skills required when seeking employment or when working in any vocational sector.

The qualification can be taken in its own right or as part of a Level 2 Group Award or Diploma. Candidates can progress to specific business-related level 3 LCCI International Qualifications.

#### **English requirements**

There are no formal entry requirements for this qualification. However, candidates should have a minimum level of English equivalent to Level 2 on the LCCI IQ Language Levels Framework (Council of Europe B1/Threshold) to meet the communication requirements for this qualification.

## **Syllabus topics**

The qualification covers four syllabus topic areas:

- 1 Personal effectiveness at work
- 2 Developing personal communication skills
- 3 Develop team skills and positive working relationships
- 4 Health, safety and security in the workplace

## **Guided learning hours**

EDI recommends that 60 Guided Learning Hours (GLHs) provide a suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge. EDI experience indicates that the number of GLHs can vary significantly from one training centre to another.

## **ASSESSMENT**

### **Assessment objectives**

The assessments enable candidates to demonstrate their knowledge and understanding of:

- how to achieve personal effectiveness and success at work
- good personal communication skills and ways of developing these skills
- developing team skills and positive working relationships
- working to maintain safety and security in the workplace

### **Assessment format**

The qualification is assessed by a combination of a Practical Assessment and a Multiple-choice test.

#### Practical assessment:

The Practical Assessment component consists of a series of tasks covering the syllabus topic areas and is graded Pass or Fail based on the achievement of stated assessment criteria. These criteria are outlined in the Tutor Support Pack and in the Candidate Practical Assessment Book. The Practical Assessment is internally marked and externally moderated by EDI. Practical assessment task briefs are supplied by EDI in a document called Practical Assessment Candidate Book, which is available for download from the qualification page on LCCI IQ website, [www.lcci.org](http://www.lcci.org). More information on the administration of the Practical Assessment can be found in the Support Pack.

### Multiple-choice test:

The test, which is paper-based, comprises of 25 multiple-choice questions covering all four syllabus topics areas. The duration of the test is 1 hour and it is graded Pass or Fail. More information on the administration of the Multiple-Choice Test can be found in the Support Pack.

### **Coverage of learning outcomes in assessments**

The multiple-choice test will cover the syllabus topics as follows:

<b>Topics</b>	<b>Approximate weighting of question allocation</b>
Personal effectiveness and success at work	24%
Developing personal communication skills	24%
Developing team skills and positive working relationships	28%
Health, safety and security in the workplace	24%

The Practical Assessment covers all four topics in the syllabus.

### **Mark allocation**

The multiple-choice test is marked objectively and each question is equally weighted. The test is graded Pass or Fail. The pass mark is 50% of the total marks available.

The Practical Assessment is graded Pass or Fail based on the achievement of the stated assessment criteria. Candidates need to complete all tasks as described to pass the Practical Assessment. Tutors must be satisfied that candidates have achieved the assessment criteria before deciding whether candidates have been successful.

Candidates must pass both components to achieve the award. Both components are equally weighted.

### **Certification**

The Level 2 Certificate in Employability Skills is awarded to those candidates who achieve a Pass, in both the Practical Assessment and the Multiple Choice Test.

Centres will receive certificates within a maximum of 6 weeks of the receipt of the OMR answer sheets and the sample of candidates' Practical Assessments at EDI.

### **Recommended reading list and support materials**

#### **Reading list**

<b>Title</b>	<b>Authors(s)</b>	<b>Publisher</b>	<b>ISBN code</b>
Employability Skills	David W. G. Hind Stuart Moss	Business Education Publishers Ltd.	978 1901888409

## **Support material**

A Tutor Support Pack is available free to centres. The pack provides valuable learning resources and content guidance to be used in the delivery of the qualification. The pack can be downloaded from the Level 2 Employability Skills qualification page of the LCCI IQ website. Sample multiple-choice questions are available in the Support Pack.

A list of useful websites is provided in the Tutor Support Pack.

## **How to offer this qualification**

To offer this qualification you must be an LCCI IQ registered examination centre. To gain centre approval please contact Customer support on 08700 818008 between the hours of 0830 and 1700 (GMT) Monday to Friday or by email on [centresupport@ediplc.com](mailto:centresupport@ediplc.com).

Alternatively you may contact your Regional LCCI Office or Co-ordinating Authority.

**1 Personal effectiveness and success at work**

Candidate's must be able to:

**1.1 Manage own role**

- 1.1.1 Identify techniques that may be used to manage work time effectively
- 1.1.2 Identify the types of work-related problems that may occur and ways of resolving them
- 1.1.3 Explain why it is important to know the limits of own authority in the work environment
- 1.1.4 Identify the possible consequences of not communicating necessary information accurately and promptly when referring problems

**1.2 Ensure effectiveness in the job role**

- 1.2.1 Identify own strengths and weaknesses relative to the job/current role
- 1.2.2 Identify and describe different learning styles and own preferred learning style
- 1.2.3 Use SMART objective setting techniques to set targets that will contribute to personal effectiveness
- 1.2.4 Prepare a Personal Action Plan and explain how it helps to improve personal effectiveness.

**1.3 Identify work- related personal behaviours that contributes to success at work**

1.3.1 Identify personal behaviours and attitudes that are helpful in work situations and that help to promote personal effectiveness

1.3.2 Show how unhelpful personal behaviours at work can hinder job effectiveness and organisational performance

1.3.3 Identify ways in which you could move towards adopting helpful work related personal behaviours

**1.4 Managing stress and personal feelings at work**

1.4.1 Explain what is meant by 'Emotional Intelligence' and why it is important for success at work

1.4.2 Identify competencies related to Emotional Intelligence and identify activities that can taken to help in the development of these competencies

1.4.3 Identify and apply techniques for managing stress and personal feelings at work

## **2 Developing personal communication skills**

Candidates must be able to:

### **2.1 Develop verbal and written communication skills**

- 2.1.1 Explain the importance of good personal communication skills at work
- 2.1.2 Outline recognised guidelines that will help in communicating clearly and effectively at work
- 2.1.3 Demonstrate awareness and importance of body language and voice tones when communicating verbally
- 2.1.4 Explain what is meant by 'active listening' and identify techniques that may be used to improve listening skills
- 2.1.5 Discuss the purpose and use of company procedures and telephone scripts when dealing with telephone calls
- 2.1.6 Demonstrate good telephone skills including taking and relaying a message
- 2.1.7 Prepare clear, accurate and relevant written communication, (e.g. letters, reports, minutes, agendas, memos, emails etc) in the most appropriate format
- 2.1.8 Explain the importance of having good presentation skills and list the attributes of a good speaker
- 2.1.9 Use appropriate techniques to plan, prepare and deliver a presentation

### **2.2 Presenting personal information to prospective employer**

- 2.2.1 Prepare a covering letter and CV using suitable layout and style
- 2.2.2 Identify appropriate interview techniques



### **3 Developing team skills and positive working relationships**

Candidates must be able to:

#### **3.1 Work with and support others as part of a team**

- 3.1.1 Identify the role of the team and own role within the team
- 3.1.2 Identify the stages of team development and explain how this contributes to team cohesion and development
- 3.1.3 Describe ways of giving support most effectively to team members
- 3.1.4 Identify and apply techniques that can be used to improve decision-making skills
- 3.1.5 Identify ways of working as part of a team in handling and solving problems

#### **3.2 Building positive working relationships**

- 3.2.1 Explain why feedback is important in building positive relationships
- 3.2.2 Distinguish between constructive and non-constructive feedback
- 3.2.3 Describe and use techniques for giving and receiving feedback
- 3.2.4 Explain why it is important to focus on aspects of positive feedback
- 3.2.5 Identify the types of discrimination and discuss how it affects team behaviour and attitudes and working relationships
- 3.2.6 Suggest methods to minimise discrimination and promote equality in the workplace

#### **3.3 Responding to challenging situations in the workplace**

- 3.3.1 Distinguish between assertive, aggressive and passive behaviour and identify body language/behaviours associated with each
- 3.3.2 Describe techniques for improving assertiveness
- 3.3.3 Give an acceptable definition of 'conflict' and identify ways of handling and resolving conflicts
- 3.3.4 Explain the importance of reconciliation in building positive relationships and identify and apply appropriate reconciliation methods

## **4 Health, Safety and Security in the workplace**

Candidates must be able to:

### **4.1 Monitor and maintain a safe workplace**

- 4.1.1 Identify potential hazards in the use of equipment and machinery
- 4.1.2 Identify methods of minimising risks due to exposure to hazards in the work area
- 4.1.3 Demonstrate an awareness of organisational procedures for dealing with hazards, accidents, fire and emergencies
- 4.1.4 Identify common forms of accident/incident that may occur in the work environment
- 4.1.5 Explain why it is important to report workplace accidents
- 4.1.6 Identify the different types of fires and the appropriate fire prevention and protection methods
- 4.1.7 Identify relevant health and safety regulations and state why these are important

### **4.2 Manage own role in the maintenance of security in the workplace**

- 4.2.1 Demonstrate an awareness of organisational security procedures
- 4.2.2 Identify potential security risks in the workplace
- 4.2.4 Explain the necessity for effective reporting procedures in respect of security

**EDI**

International House  
Siskin Parkway East  
Middlemarch Business Park  
Coventry CV3 4PE  
UK

Tel. +44 (0) 8707 202909  
Fax. +44 (0) 2476 516505  
Email. [enquiries@ediplc.com](mailto:enquiries@ediplc.com)  
[www.ediplc.com](http://www.ediplc.com)

© Education Development International Plc 2008.  
All rights reserved. This publication in its entirety is  
the copyright of Education Development  
International Plc. Reproduction either in whole or  
in part is forbidden without the written permission  
from Education Development International Plc.