Level 2 Award in Employment Responsibilities and Rights in Health, Social Care and Children and Young People's Settings (4233-20)

www.cityandguilds.com
August 2017 Version 2.1

Qualification handbook for centres

501/1723/3

About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management, which provides management qualifications, learning materials and membership services), City & Guilds NPTC (which offers land-based qualifications and membership services), City & Guilds HAB (the Hospitality Awarding Body), and City & Guilds Centre for Skills Development. City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on our website.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (which can be found on our website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications

City & Guilds publications are available from our website or from our Publications Sales department, using the contact details shown below.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000
F +44 (0)20 7294 2413

www.cityandguilds.com
centresupport@cityandguilds.com

Level 2 Award in Employment Responsibilities and Rights in Health, Social Care and Children and Young People's Settings (4233-20)

www.cityandguilds.com
August 2017 Version 2.1

Qualification handbook for centres

City & Guilds

Skills for a brighter future

www.cityandguilds.com

Contents

1	**Introduction to the qualification**	**5**
1.1	Qualification structure	5
1.2	Qualification support materials	6
2	**Centre requirements**	**7**
2.1	Resource requirements	7
2.2	Candidate entry requirements	8
3	**Course design and delivery**	**9**
3.1	Initial assessment and induction	9
3.2	Recommended delivery strategies	9
4	**Assessment**	**10**
4.1	Summary of assessment methods	10
4.2	Recording forms	10
4.3	Recognition of prior learning (RPL)	10
5	**Units**	**12**
Unit 201	**Understand employment responsibilities and rights in health, social care or children and young people's settings**	**13**
Appendix 1	**Relationships to other qualifications**	**19**

City & Guilds

Skills for a brighter future

www.cityandguilds.com

1 Introduction to the qualification

This document contains the information that centres need to offer the following qualification:

Qualification title and level	Level 2 Award in Employment Responsibilities and Rights in Health, Social Care and Children and Young People's Settings
GLH	24
TQT	30
City & Guilds qualification number	4233-20
Qualification accreditation number	501/1723/3
Last registration date	31/08/2015
Last certification date	31/08/2017

This one unit award covers the Employment Responsibilities and Rights in Health, Social Care and Children and Young People's Settings. It is aimed at those working in a wide range of settings in the health, social care or children and young people's sector.

1.1 Qualification structure

To achieve the Level 2 Award in Employment Responsibilities and Rights in Health, Social Care and Children and Young People's Settings, the learner will need to achieve 3 credits from the single unit in this qualification.

Unit accreditation number	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
R/602/2954	Unit 201	Understand employment responsibilities and rights in health, social care or children and young people's settings	Mandatory	3

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 Award in Employment Responsibilities and Rights in Health, Social Care and Children and Young People's Settings	24	30

1.2 Qualification support materials

City & Guilds also provides the following publications and resources specifically for these qualifications:

Description	How to access
Qualification handbook	**www.cityandguilds.com**

2 Centre requirements

This section outlines the approval processes for centres to offer this qualification and any resources that centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres already offering City & Guilds qualifications in the area of Health and Social Care will be automatically approved to offer this qualification.
Please see the following table for details:

NEW QUALIFICATION	APPROVED FROM
4233-20	4222-21-91
	4222-31-93
	4227-04-05-91-93

Existing City & Guilds Centres not currently offering qualifications in this area will need to obtain qualification approval. Please see appendix 1 for more details

2.1 Resource requirements

Human resources

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They must:

- comply with the ITT Regulations 2007 (QTLS/ATLS) where they are delivering qualifications in England using public funding. For further information visit **www.cityandguilds.com/qtls**
- have occupational expertise relevant to the units they are teaching
- be occupationally knowledgeable in the areas for which they are teaching/delivering training
- have experience of providing training and assessment or be in the process of acquiring this experience.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Assessors and internal verifiers

Assessors/Trainers/Lecturers/Instructors must:

- Be occupationally knowledgeable. This means that each assessor should possess relevant knowledge and understanding to assess units designed to test specific knowledge and understanding or units where knowledge and understanding are components of competency.
- Maintain their occupational knowledge through clearly demonstrable continuing learning and professional development.
- Hold or be working towards one of the A1 replacement qualifications such as the City & Guilds 6317:
    - Level 3 Award in Assessing Vocational Competence OR

- Level 3 Award in Assessing Vocationally Related Achievement OR
- Level 3 Certificate in Assessing Vocational Achievement OR
- Another suitable qualification in the assessment of knowledge. This must be agreed in advance with the External Verifier

Internal verifiers:

Internal quality assurance is key to ensuring that the assessment of evidence for units is of consistent and appropriate quality. Those performing the internal quality assurance role must be occupationally knowledgeable and possess the skills necessary to make quality assurance decisions.

Although it is not a requirement to hold a qualification to quality assure this qualification, City & Guilds recommends that it is best practice to hold a V1 qualification or a suitable alternative.

Suitable alternatives include:

- D34 or V1
- The V1 replacements (e.g. the City & Guilds 6317 such as the:
  - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice OR
  - Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice

If the Internal Verifier does not hold a qualification they must be able to demonstrate evidence of working to their own organisation's QA or IV standards which clearly link to V1 or other equivalent standards for Internal Quality Assurance.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

2.2 Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

Age restrictions

City & Guilds cannot accept any registrations for candidates under 16 as this qualification is not approved for under 16s.

3 Course design and delivery

3.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification[s] before designing a course programme.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification[s]. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

4 Assessment

4.1 Summary of assessment methods

For this qualification candidates will be required to complete the following assessment:

- **one** assignment for the mandatory unit

Time constraints

- All assignments must be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments.

4.2 Recording forms

City & Guilds has developed a set of recording forms including examples of completed forms, for new and existing centres to use as appropriate.

Recording forms are available on the City & Guilds website.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

Amendable (MS Word) versions of the forms are available on the City & Guilds website.

4.3 Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process of using an individual's previous achievements to demonstrate competence within QCF. This is not a new process but expands on previously described terms like "the accreditation of prior learning (APL), the recognition of experimental learning or "the validation of informal learning" by incorporating all types of prior learning and training. The Regulatory arrangements for the Qualifications and Credit Framework define RPL as follows:

A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning. In the context of the QCF, the definition of RPL is quite specific and relates to assessment leading to the award of credit. Assessment for RPL is conducted against the learning outcomes and assessment criteria of a unit and is subject to exactly the same quality assurance requirements as any other kind of assessment within the QCF.

'RPL is the process of documenting, assessing, validating and certificating learning gained outside the formal education and training system'.

The RPL process is relevant where an individual has previously learnt something but has never received formal recognition for this learning through a qualification or other form of certification. Within the QCF an individual is able to 'claim' that he or she knows or can do something already and does not need to attend a course to learn it again. If he or she can prove this claim (through

assessment of relevant evidence), then credit can be awarded for that achievement in the same way as any other credits. RPL refers to an opportunity for candidates to present competence or knowledge evidence which comes from a period prior to their registration for a particular qualification. The evidence presented e.g. certificates, witness testimonies etc, will need to provide sufficient detail to allow the assessor to apply an RPL assessment process.

5 Units

Structure of unit

The unit in this qualification is written in a standard format and comprises the following:

- City & Guilds reference number
- unit accreditation number
- title
- level
- credit value
- unit aim
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

Unit 201 Understand employment responsibilities and rights in health, social care or children and young people's settings

Level: 2
Credit value: 3
UAN number: R/602/2954

Unit aim

This unit is aimed at those working in a wide range of settings in the health, social care or children and young people's sector.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will be able to:

1. Know the statutory responsibilities and rights of employees and employers within own area of work
2. Understand agreed ways of working that protect own relationship with employer
3. Understand how own role fits within the wider context of the sector
4. Understand career pathways available within own and related sectors
5. Understand how issues of public concern may affect the image and delivery of services in the sector

Guided learning hours

It is recommended that **24** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Care and Development.

Assessment

This unit will be assessed by:

- an assignment covering underpinning knowledge.

Unit 201 Understand employment responsibilities and rights in health, social care or children and young people's settings

Outcome 1 Know the statutory responsibilities and rights of employees and employers within own area of work

Assessment Criteria

The learner can:

1. list the aspects of employment covered by **law**
2. list the main features of current employment legislation
3. outline why legislation relating to employment exists
4. identify **sources and types of information and advice** available in relation to employment responsibilities and rights.

Range

Law – includes Employment law and other legislation such as:

- Disability Discrimination Act
- Health & Safety
- Other relevant equalities legislation

Sources and types of information and advice – this should be internal and external where appropriate and should include details of Access to Work and Additional Learning Support.

Unit 201 Understand employment responsibilities and rights in health, social care or children and young people's settings

Outcome 2 Understand agreed ways of working that protect own relationship with employer

Assessment Criteria

The learner can:

1. describe the terms and conditions of own contract of employment
2. describe the information shown on own pay statement
3. describe the procedures to follow in event of a grievance
4. identify the personal information that must be kept up to date with own employer
5. explain **agreed ways of working** with employer.

Range

Agreed ways of working includes policies and procedures where these exist; they may be less formally documented with micro-employers. It may cover areas such as:

- data protection
- grievance procedures
- conflict management
- anti-discriminatory practice
- equality & diversity
- health and safety

Unit 201 Understand employment responsibilities and rights in health, social care or children and young people's settings

Outcome 3 Understand how own role fits within the wider context of the sector

Assessment Criteria

The learner can:

1. explain how own role fits within the delivery of the service provided
2. explain the **effect** of own role on service provision
3. describe **how own role links to the wider sector**
4. describe the main roles and responsibilities of **representative bodies** that influence the wider sector.

Range

Effect – should include the effect of following good practice and consequences of non-compliance

How own role links to the wider sector – may include reference to relevant Codes of Practice, National Occupational Standards etc in own area of work

Representative bodies – may include: government departments, professional bodies, trade unions, sector skills councils, regulatory bodies, consumer groups etc.

Unit 201 Understand employment responsibilities and rights in health, social care or children and young people's settings

Outcome 4 Understand career pathways available within own and related sectors

Assessment Criteria

The learner can:

1. explore different types of occupational opportunities
2. identify sources of information related to a chosen career pathway
3. identify **next steps** in own career pathway.

Range

Next steps – should include training and development

Unit 201 Understand employment responsibilities and rights in health, social care or children and young people's settings

Outcome 5 Understand how issues of public concern may affect the image and delivery of services in the sector

Assessment Criteria

The learner can:

1. identify occasions where the public have raised concerns regarding issues within the sector
2. outline different viewpoints around an **issue of public concern** relevant to the sector
3. describe how issues of public concern have altered public views of the sector
4. describe recent changes in service delivery which have affected own area of work.

Range

Issue of public concern - may include media stories, local or national strategies, closures, government drivers, economic issues.

Appendix 1 Relationships to other qualifications

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on **www.cityandguilds.com**.

Centre Guide – Delivering International Qualifications contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Providing City & Guilds qualifications – a guide to centre and qualification approval contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- ***Walled Garden***
  Find out how to register and certificate candidates on line
- ***Qualifications and Credit Framework (QCF)***
  Contains general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- ***Events***
  Contains dates and information on the latest Centre events
- ***Online assessment***

Contains information on how to register for GOLA assessments.

City & Guilds

Skills for a brighter future

www.cityandguilds.com

Useful contacts

UK learners **General qualification information**	**T: +44 (0)844 543 0033** **E: learnersupport@cityandguilds.com**
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: **intcg@cityandguilds.com**
Centres Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: **centresupport@cityandguilds.com**
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: **singlesubjects@cityandguilds.com**
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: **intops@cityandguilds.com**
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, GOLA, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: **walledgarden@cityandguilds.com**
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: **business_unit@cityandguilds.com**
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)844 543 0000
F +44 (0)20 7294 2413
www.cityandguilds.com

City & Guilds is a registered charity established to promote education and training