

Combined example portfolio

Application of number, communication, information and communication technology



stock levels and staff in carrying out the assessment would help. Please would you be usually on Tuesdays starting the office at 3.15 pm.

Take on the responsibility could not change for - same goes through

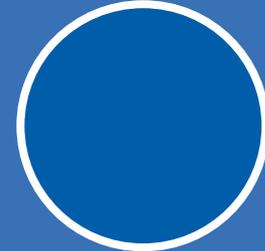
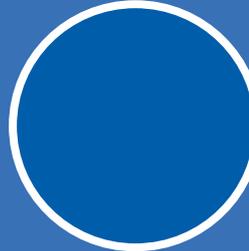
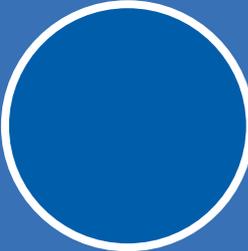
I have drawn a scale of the envelope box. The arrangements at shelf and 1:20 for 1

*55/16 = 9.17 minutes
C: 5 min - best one stayed at station
2 = 94/7 = 13.43 minutes
1/4 from the dash base*

SERVICES REPORT

25 February 2005

Observation of presentation, note taking and meeting with



update = 191

Quantity	Cost per Item	Total
	£9.69	£7
	£11.73	£
	£9.38	
	£12.88	

C4 manila
C4 white
C5 manila
C5 white
Internal mail envelopes
White A4 paper
Black biros
Pencils
Paper clips (per box)
Tippex
Rubber bands (per box)
Rulers
Parcel tape
Sellotape

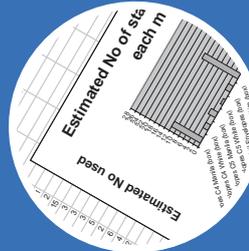


COMPUTER

Resource	No of Envelopes
Reference	725
Purchasing	175
	60
	175

Estimated use of C4 Manila Envelope per department per month

15%
5%
5%

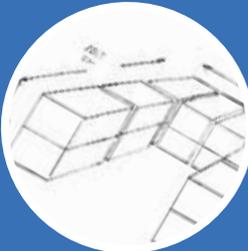


Response No	Department	No of Envelopes
1	Admin	100
2	Purchasing	50
3	H R	0
4	IT	30
5	Maintenance	25
6	Admin	50
7	H R	25
8	Purchasing	
	Admin	

LEARNING PLAN

EVIDENCE

Learning style questionnaire
Handouts on effective mini
Key Skills workbooks and
from my training provid
Handouts on storin



system
engaged to
save money
save time
prevent accidents
maintain a friendly office
atmosphere

...be between

Is it possible for the
having regard for its s

KEYBOARD

Is the keyboard separat

Is it possible to adjust th

Are the key symbols ad

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Is there adequate spa

for the hands and ar

the keyboard

First published in 2006

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Foreword

Key skills are for everyone, from learners in the workplace, colleges and schools, to chief executives in large companies. They are the skills most commonly needed for success in education, training, work and life in general. The six key skills are:

- application of number
- communication
- improving own learning and performance
- information and communication technology
- problem solving
- working with others.

In developing key skills, people improve the quality of their learning as well as their performance in the world of work.

When QCA completed its review of the key skills qualifications and units, it was clear that there was a need for examples of key skills portfolios.

Over the past two years we have published example portfolios for all six key skills at levels 1 to 3. The portfolios show one key skill being developed in different projects. We have now produced portfolios that show different key skills being developed in a single project.

The example portfolios are based on the 2004 key skills qualifications standards and guidance for the six key skills. They provide practical guidance on organising and referencing portfolio evidence and on the kind and amount of evidence required. They are intended, along with the 2004 standards documents, to help assessors understand the key skills. Their production is supported by the key skills awarding bodies.



Ken Boston AO
Chief Executive Officer, QCA

Overview

The key skills awarding bodies and the three regulatory authorities (the Department for Education, Lifelong Learning and Skills (DELLS, formerly ACCAC), the Council for Curriculum, Examinations and Assessment (CCEA) and the Qualifications and Curriculum Authority (QCA)) have produced this example portfolio as a result of a collaborative project. The purpose of the project was to produce a set of portfolios that would give practitioners a clear understanding of the requirements for key skills portfolios.

We have now published four example project portfolios:

- Combined example portfolio: application of number, communication, problem solving (levels 1 and 2)
- Combined example portfolio: application of number, communication, information and communication technology, improving own learning and performance (levels 1–3)
- Combined example portfolio: application of number, information and communication technology, communication (levels 1 and 2)
- Combined example portfolio: problem solving, improving own learning and performance, working with others (level 3).

The project group selected a range of learning and vocational contexts to show application of the skills and levels across the four combined portfolios. While a specific context may not be directly relevant to all sectors, the principles of approach, recording and assessment apply and should prove useful to all.

Key skills chief moderators and external verifiers for the awarding bodies have met and scrutinised the portfolios. They agree that the portfolios meet the standards for the key skills qualifications. QCA chaired and facilitated the meetings.

These portfolios went through an internal assessment by a centre and then an external verification/moderation process by the centre's awarding body. Each of them met the standard and received a pass. They should be viewed as such, not as perfect examples of work.

You will see that improvements could be made to the portfolios. For example evidence could be more effectively or logically presented. However, room for improvement is to be expected: candidates develop skills over time, reflecting and progressing as they do so. Key skills are free-standing qualifications open to everyone at any age. This means that portfolios of evidence are created in a range of academic, occupational and vocational contexts.

Also included in the portfolios are:

- record sheets that make the feedback and assessment decisions clear
- commentaries that outline some of the issues and describe the context in which the candidate gathered the evidence.

Some of these portfolios have been reworked to avoid 'benefit of the doubt' situations. The record sheets have been rewritten to make decisions clearer to the reader. During the copying process, some loss of clarity may have occurred, especially in images that were originally in colour.

These example portfolios should be read with *The key skills qualifications standards and guidance* (2004), which provides advice and guidance on the assessment of key skills.

QCA and the key skills moderators and external verifiers would like to acknowledge the valuable contribution of centres and students in the production of these materials.

Commentary

The candidate is 18 years old and is on an Administration Apprenticeship. She was expected to achieve communication level 3, ICT level 2 and application of number level 1. The wider key skills were not part of this candidate's framework but, with a little more work, improving own learning and performance, working with others and problem solving could be achieved. For example, if the new stationery system situation could be extended:

- to show how daily/weekly working with the candidate's colleagues had an impact on improving health and safety commitment; or
- to lead to more flexible working within the office,

there may be sufficient evidence to show how the candidate has met the WWO standards.

In addition, there is adequate scope to look at the problem solving aspects of the work that has been carried out by this candidate.

Although the candidate has included a learning plan, a review of the plan and a very good personal report, these in themselves are insufficient evidence for IOLP level 2 and further work is required here to give clear identification of targets and how they were achieved.

The brief

Because the candidate is work-based, there was no assignment brief. The brief was, in fact, outlined in the minutes dated 11 November 2004 and consisted of:

A. Candidate to prepare an informal report on health and safety for the Management Committee; as part of the report she needs to carry out monitoring of staff breaks from VDU workstations.

As a result of carrying out the brief, the candidate took on extra responsibility in setting up a new stationery stores ordering/storage system to minimise health and safety risk in this area.

ICT

The candidate had two clear purposes for using ICT. She had to produce a report for the Management Committee and she had to analyse stationery usage to set up the new system of ordering and storing stationery. Inherent in this was the need to show previous usage, which led to the production of charts. The candidate was required to give an electronic presentation where she used at least one image.

AON

The candidate obtained prices of stationery from a price list (a table). Other information was obtained from a survey of stationery usage, direct measurements of cupboard

dimensions and a survey of rest-time from VDU screens. The candidate identified the required calculations for fitting stationery items in the cupboard, making a scale diagram, and for time spent away from VDU screens.

Amounts and sizes calculations were demonstrated through working out the number of boxes fitted on shelves and the cost of the stationery order. The candidate calculated the lengths of lines drawn on a scale diagram showing the arrangement of the stationery stores. Statistical calculations were demonstrated through the calculation of average (mean, mode, median) time IT users spent away from their VDU screens. Checks were shown for the cost of the order, including the VAT charge, reverse checks/estimation for the scaling used and reverse checks by approximation for the statistical calculations involving mean.

The candidate used written explanation supported variously by a chart, diagrams and a tabulated order form. A pie chart was used to show the percentage use of envelopes by department. Diagrams showed the arrangement of boxes in a stationery cupboard. The candidate related both the stock arrangement and the VDU findings to the original health and safety issues raised.

Communication

The candidate read two documents of approximately 1,000 words; one of them was a confidential document but there is evidence that the assessor saw this and her line manager has signed the candidate's personal report as proof of the authenticity of her statement. In addition, her assessor has carried out a professional discussion in order to assess the synthesis from the documents. The candidate has produced two documents: one a set of minutes where she showed the original draft that she amended, and the other a report; the assessor has confirmed with her line manager that the information contained in the report is accurate. The candidate produced an electronic presentation and this included an image to best convey use of stock by the General Office.

The minutes of the meeting highlight where the candidate has been involved in discussions and there is an assessor report on the candidate when she gave her presentation and discussed issues with colleagues.

Assessment

Centre staff should note that assessment of this candidate is holistic, and the evidence produced will also match units and elements of the Administration standards at level 3 that expired in July 2005. However, the evidence included in the portfolio will also match the Administration standards that came into force on 1 August 2005, and is particularly relevant to the two mandatory units of those standards.

There is evidence of assessment throughout the portfolio and in the summative assessment on page 5, which addresses all the key skills. This means that the assessment records in the front of the portfolio have a different format from those seen in other examples.

A. CANDIDATE'S PORTFOLIO



APPLICATION OF NUMBER LEVEL 1 ASSESSMENT CHECKLIST

<p>N1.1 Interpret information from two different sources. At least one source must include a table, chart, graph or diagram.</p>	<p>N1.2 Carry out and check calculations to do with: a. amounts or sizes b. scales or proportion c. handling statistics.</p>	<p>N1.3 Interpret the results of your calculations and present your findings – in two different ways using charts or diagrams.</p>
<p>1.1.1 Obtain the information you need to meet the purpose of your task; and 1.1.2 identify suitable calculations to get the results you need.</p>	<p>1.2.1 Carry out calculations to the levels of accuracy you have been given; and 1.2.2 check your results make sense.</p>	<p>1.3.1 Choose suitable ways to present your findings; and 1.3.2 use more than one way of presenting your findings; and 1.3.3 present your findings clearly using a chart or diagram; and 1.3.4 describe what your results tell you.</p>

LOCATION OF EVIDENCE

Page	List items of evidence and where they are located in the portfolio	N1.1		N1.2		N1.3				
		1	2	1	2	1	2	3	4	
17–18	Information on stationery stock levels	x								
19–23	Calculations and results of stationery survey			x	x	x	x	x	x	
24	Dimensions of stationery bay	x								
25–28	Calculations for storing stationery		x	x	x	x			x	x
29–30	Stock levels	x	x							
31	Price list	x	x							
32	Stationery order			x	x	x	x			x
38	VDU data	x	x							
39	Calculations of average time away from screen and times away from desk			x	x					

Indicate the location of evidence of the following:

<p>N1.1 Interpret information</p>	<p>one source of information, including material containing a table, chart, graph or diagram</p> <p style="text-align: center;">31</p>	<p>second different source of information</p> <p style="text-align: center;">38</p>	
<p>N1.2 Calculations and checking</p>	<p>amounts OR sizes</p> <p style="text-align: center;">22, 32</p>	<p>scales OR proportion</p> <p style="text-align: center;">27–28</p>	<p>handling statistics</p> <p style="text-align: center;">39</p>
<p>N1.3 Interpret calculations</p>	<p>one chart or diagram showing results of calculations</p> <p style="text-align: center;">25</p>	<p>a second different chart or diagram showing results of calculations</p> <p style="text-align: center;">22</p>	

Assessor Declaration: I confirm that the details above are correct and that the evidence submitted is the candidate's own work and the candidate meets all the requirements of this key skill.

Assessor Name: AN Assessor

Candidate Name: A Candidate

Assessor Signature: AN Assessor

Candidate Signature: A Candidate

Date: 04/07/05

Date: 4/7/2005

COMMUNICATION LEVEL 3 ASSESSMENT CHECKLIST

OVERALL

- In addition to the image used in 3.1b.3, use at least one image *either* to obtain information or to convey information in one of the documents you write.

<p>C3.1a Take part in a group discussion.</p>	<p>C3.1b Make a formal presentation of at least eight minutes using an image or other support material.</p>	<p>C3.2 Read and synthesise information from at least two documents about the same subject. Each document must be a minimum of 1,000 words long.</p>	<p>C3.3 Write two different types of documents, each one giving different information about complex subjects. One document must be at least 1,000 words long.</p>
<p>3.1a.1 Make clear and relevant contributions in a way that suits your purpose and situation; and</p> <p>3.1a.2 respond sensitively to others, and develop points and ideas; and</p> <p>3.1a.3 encourage others to contribute.</p>	<p>3.1b.1 Speak clearly and adapt your style of presentation to suit your purpose, subject, audience and situation; and</p> <p>3.1b.2 structure what you say to progress logically through each stage of your presentation; and</p> <p>3.1b.3 use an image or other material to support or enhance what you are saying.</p>	<p>3.2.1 Select and read relevant documents; and</p> <p>3.2.2 identify accurately, and compare, the main points, ideas and lines of reasoning; and</p> <p>3.2.3 present your own interpretation of the subject in a way that is coherent and brings together information from different documents to suit your purpose.</p>	<p>3.3.1 Select and use a format and style of writing that is appropriate to your purpose and the complexity of the subject matter; and</p> <p>3.3.2 organise material coherently to suit the length, complexity and purpose of your document; and</p> <p>3.3.3 spell, punctuate and use grammar accurately; and</p> <p>3.3.4 make your meaning clear.</p>

LOCATION OF EVIDENCE

Page	List items of evidence and where they are located in the portfolio	C3.1a			C3.1b			C3.2			C3.3				
		1	2	3	1	2	3	1	2	3	1	2	3	4	
7-8	Interim assessment report	x	x	x	x	x	x								
13-14	Minutes	x	x	x								x	x	x	x
34-36	Notes and presentation slides				x	x									
42-47	Health and safety report (draft and corrected versions)							x	x	x	x	x	x	x	x
49-50	Professional discussion							x	x	x					

Indicate the location of evidence of the following:

C3.1a Group discussion	13-14
C3.1b Presentation	35-36 <small>Using an image</small>
C3.2 Read and synthesise	49-50 <small>First document</small> 15 <small>Second document</small>
C3.3 Writing	13-14 <small>First document</small> 42-48 <small>Second document</small>
Use of image	35-36, 46

Assessor Declaration: I confirm that the details above are correct and that the evidence submitted is the candidate's own work and the candidate meets all the requirements for certification of this key skill.

Assessor Name: AN Assessor

Candidate Name: A Candidate

Assessor Signature: AN Assessor

Candidate Signature: A Candidate

Date: 04/07/05

Date: 4/7/2005

INFORMATION AND COMMUNICATION TECHNOLOGY LEVEL 2 ASSESSMENT CHECKLIST

OVERALL, through TWO or more activities you must:

- include at least one ICT-based information source
- include at least one non-ICT information source
- use at least one example of text, one example of image and one example of number
- present evidence of purposeful use of email.

<p>ICT2.1 Search for and select information to meet your needs. Use different information sources for each task and multiple search criteria in at least one case.</p>	<p>ICT2.2 Enter and develop information to suit the task and derive new information.</p>	<p>ICT2.3 Present combined information such as text with image, text with number, image with number.</p>
<p>2.1.1 Select information relevant to the tasks.</p>	<p>2.2.1 Enter and combine information using formats that help development; and</p> <p>2.2.2 develop information and derive new information as appropriate.</p>	<p>2.3.1 Develop the presentation so that the final output is accurate and shows consistent use of formats; and</p> <p>2.3.2 use layout appropriate to the types of information.</p>

LOCATION OF EVIDENCE

Page	List items of evidence and where they are located in the portfolio	ICT 2.1		ICT2.2		ICT2.3	
		1	2	1	2	1	2
7-8	Assessor's statement	x	x	x	x	x	x
9-10	Learning plan and plan review			x			
15	Use of website – ICT source	x					
19-23	Results of stationery survey – spreadsheet printouts	x	x	x	x	x	x
22-23	Pie chart and bar chart from survey data	x	x	x	x	x	x
29-30	Stock levels – non-ICT source	x					
34	Notes for my presentation on the new stationery system	x					
35-36	My presentation slides			x	x	x	x
37	Explanation of two purposes/activities	x					
42-47	Health and safety report (draft and corrected versions)			x	x	x	x
43	Presentation in report			x	x	x	x

Indicate the location of evidence of the following:

ICT2.1 Find information	15	ICT source	29-30	non-ICT source
ICT2.2 Develop information	42-48	text	46	image
			21-23	number
ICT2.3 Present combined information	45-47	Combined information		
email	37			

Assessor Declaration: I confirm that the details above are correct and that the evidence submitted is the candidate's own work and the candidate meets all the requirements for certification of this key skill.

Assessor Name: AN Assessor Candidate Name: A Candidate
 Assessor Signature: AN Assessor Candidate Signature: A Candidate
 Date: 04/07/05 Date: 4/7/2005

Evidence must show you can:

ICT2.1.1 Select information relevant to the tasks.

TRAINING AND ASSESSMENT SERVICES

SUMMATIVE ASSESSMENT REPORT

- C3.1a I observed A. Candidate's performance at a meeting where she was an active contributor to discussions in addition to encouraging others to participate. She has an instinctive feel for when other people need to be able to make points and gives them the opportunity to do so.
- C3.1b My full observation on A. Candidate's presentation explains how effective the presentation was and how she met the requirements in full.
- C3.2 Because the main paper-based document used by A. Candidate is very large and confidential and her other sources were web-based, we conducted a professional discussion so that I could check on her main lines of reasoning and synthesis. I verified that her interpretation in the form of the Health and Safety Report was accurate by seeking A. Manager's confirmation of the accuracy and authenticity of the report.
- C3.3 A. Candidate's daily routine involves the production of many different types of document. For the purposes of her portfolio, she has chosen to include a set of minutes and the Health and Safety Report. Once again, I have sought verification from A. Manager that the material she has produced is accurate and meets house style requirements and the purpose of the task set.
- N1.1 A. Candidate's report shows that she has interpreted information from at least two sources – from her survey of stationery usage she was able to calculate how much stationery to order, while her measurement of the stationery cupboard allowed her to calculate how much she could store.
- N1.2 A. Candidate has shown how she calculated amounts of stationery, sizes of boxes and shelves, scales and proportions of spaces and how she handled the statistics generated by the monitoring of time breaks.
- N1.3 A. Candidate has presented her findings in a number of ways – in figures, in spreadsheets and in charts – and has described in her reports what the results mean.
- ICT2.1 A. Candidate carried out searches in a number of ways to select the information she needed for her two purposes. Information on health and safety came from the company's Health and Safety Manual and from relevant web sites. Information needed to reorganise the stationery stores came from the survey she carried out with the members of staff. In this latter case she had to use multiple search criteria to organise the raw data from individuals into composite data per department.

Evidence must show you can:

ICT2.1.1 Select information relevant to the tasks.

ICT2.2 By entering the data provided by individual members of staff into a spreadsheet, A. Candidate was able to develop the information and derive new information on a departmental basis.

ICT2.3 In creating this portfolio, as well as producing the various documents and reports, A. Candidate has presented various combinations of information – text with image, text with number and image with number.

I confirm that the evidence presented is current, authentic, reliable and valid and meets the standards completely.

AN Assessor

03/02/05.

Evidence must show you can:

- C3.1a.1** Make clear and relevant contributions in a way that suits your purpose and situation; and
- C3.1a.2** respond sensitively to others, and develop points and ideas; and
- C3.1a.3** encourage others to contribute; and
- C3.1b.1** speak clearly and adapt your style of presentation to suit your purpose, subject, audience and situation; and
- C3.1b.2** structure what you say to progress logically through each stage of your presentation; and
- C3.1b.3** use an image or other material to support or enhance what you are saying.
- ICT2.1.1** Select information relevant to the tasks; and
- ICT2.2.1** enter and combine information using formats that help development; and
- ICT2.2.2** develop information and derive new information as appropriate; and
- ICT2.3.1** develop the presentation so that the final output is accurate and shows consistent use of formats; and
- ICT2.3.2** use layout appropriate to the types of information.

TRAINING AND ASSESSMENT SERVICES

INTERIM ASSESSMENT REPORT

Assessment location: Gasplus Inc

Date: 25 February 2005

Length of assessment: 2 hours and 30 minutes Focus: Observation of presentation, minute taking and meeting with manager.

Name of learner: A. Candidate

A. Candidate had been asked by her employer to present the new system of ordering and storing stationery to her colleagues. Prior to the meeting, I checked items referred to, which are not part of the portfolio, ie the Company Manual and the spreadsheet from which she produced her charts. She had arranged for me to be present during the whole of the team meeting and the presentation formed part of that meeting. After her presentation, there was an opportunity for her colleagues to ask questions and then the meeting continued. A copy of the agenda and a photocopy of her presentation are included in the portfolio.

The minutes she produces from this meeting will be in exactly the same format as the minutes presented in the portfolio. They will remain in situ in the Team Meetings file in A. Manager's office, where A. Candidate has responsibility for storage and retrieval of all company information, including A. Manager's confidential files.

Presentation

A. Candidate presented for approximately 12 minutes. She used a laptop and an electronic presentation package. During the presentation, she:

- showed a pie chart of the average use of manila envelopes to demonstrate the fact that the stationery bays had continually been overstocked
- demonstrated the forms that her colleagues would need to use
- showed where stationery would be stored, using the drawing of the stationery bay which is included in the portfolio.

She was nervous at the start of the presentation but quickly recovered her composure and she spoke clearly and confidently, referring occasionally to cue cards. She had obviously practised because she used the laptop well despite the fact that she has not had any formal training in the use of the presentation package. She kept the attention of her audience by keeping eye contact and smiling; she also injected a little humour here and there without taking away from the seriousness of the situation which has led to the new system of stationery ordering/storing.

Discussion

The question, answer and discussion session took longer than the anticipated 10 minutes. This was largely because the representatives of one department were totally against the new system and they felt that the deficiencies of other people were now disadvantaging them. A. Candidate spoke very calmly and ensured that everyone who wished to speak had an opportunity to do so. She assured people that they would have an opportunity at a later date to give feedback on how the system was working and that they could approach her at any time if they needed further clarification or help on any aspect of the new system.

Evidence must show you can:

- C3.1a.1 Make clear and relevant contributions in a way that suits your purpose and situation; and
- C3.1a.2 respond sensitively to others, and develop points and ideas; and
- C3.1a.3 encourage others to contribute; and
- C3.1b.1 speak clearly and adapt your style of presentation to suit your purpose, subject, audience and situation; and
- C3.1b.2 structure what you say to progress logically through each stage of your presentation; and
- C3.1b.3 use an image or other material to support or enhance what you are saying.
- ICT2.1.1 Select information relevant to the tasks; and
- ICT2.2.1 enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.1 develop the presentation so that the final output is accurate and shows consistent use of formats; and
- ICT2.3.2 use layout appropriate to the types of information.

Meeting

The meeting then continued and I was able to observe A. Candidate taking notes in the way she describes in her portfolio. She did not use a tape recorder but simply her own form of abbreviated shorthand. I will review the minutes at my next assessment because they will be used as part of her Administration award. Throughout the meeting, she contributed to discussions where relevant and, at one point, encouraged one member of the team to put his views to the group.

Feedback

A. Candidate is clearly competent at presenting information to people clearly and concisely. There is also ample evidence of her leading discussions and contributing to discussions with confidence. It is obvious from her use of the laptop, the cue cards and other notes used during the meeting that she takes time to prepare so that her contributions are worthwhile. She showed her nervousness initially and during some of the discussions because she became very red in the face, but I assured her that this will pass as she gets a little older and gains even more confidence.

Meeting with A. Manager

A. Manager confirmed for me that A. Candidate's work is her own. He reviewed the portfolio with me before making the statement of authenticity. He is pleased with her work and values her contribution to health and safety issues in the workplace and in her own performance. She may take a little longer to read through documents etc but she does draw out relevant and accurate information. He regards her report as being well presented and it went, without alteration or amendment, to the Management Committee.

He is delighted that she has taken the initiative to set up a new system, which is long overdue and will save the company time and money as well as eliminating possible health and safety hazards.

He confirmed that the minutes she produces are accurate, as is the report she produced. Initially she did use a tape recorder and produced a draft for him to edit. For some time now, however, she has not used a tape recorder and he certainly does not ask to edit a draft. He was surprised that she still produced a draft and edited it herself.

With her permission, he showed me A. Candidate's personal file to show that she had indeed been unqualified at the start of her placement with Gasplus. He confirmed that her competence in the use of ICT has developed steadily and he has observed her using the various software packages to produce the report and presentation, manipulate spreadsheets and databases and set up the new stationery stores system. Because she showed such promise, the company was able to offer her a full-time appointment and, based on the success of the stationery system, she will be offered promotion when the company is able to give it.

A. N. Assessor *AN Assessor*
A. Candidate *A Candidate*
A. Manager *A. Manager*
Date *25/02/05*

Evidence must show you can:

ICT2.2.1 Enter and combine information using formats that help development.

LEARNING PLAN

EVIDENCE	COMPLETE BY	REVIEW
Learning style questionnaire with assessor Handouts on effective minute taking Key Skills workbooks and mock test papers from my training provider Handouts on storing goods – max and min totals Handouts on using spreadsheets and databases Manual on using an electronic presentation package	30/5/04 14/6/04 26/6/04 15/12/04 20/2/05 1/4/05	Done 28/4/05 14/6/04 AON mock Sept 04 Got further help from Marge in IT 21/2/05
Questionnaire showed that I learn best by being taught and then putting things into practice. Will attend twilight classes at the local college and some workshops sessions at training provider. I have chosen courses and workshops that meet both my requirements and what the company needs. I will go to A. Manager for help and support after discussing this with him	Steady progress between 30/5/04 and 1/3/05	January 05
Aim to achieve AON1 test in October Improve my work ability in taking minutes Use full range of ICT to present reports, spreadsheets, databases, presentations etc Set up new stationery stores system Systematically work towards my COMM3 and ICT2 tests in May	Oct 04 01/03/05 01/03/05 ongoing for full completion end of June 2005	Achieved Oct 04 Feb 05

I confirm that this is a true and accurate record of A. Candidate's learning processes.

AN Assessor

03/03/05.

PERSONAL REPORT

I am 18 years old and have been employed at Gas Plus for nearly a year now. When I left school I first went into the hotel trade as a chambermaid but decided I wanted to be more on the management side of the hotel trade. I thought that getting background in an administration job might be useful and I was able to get an apprenticeship with Gas Plus – first on placement only. When A. Manager's PA did not come back after maternity leave I was offered full time employment.

My long-term aim is to get good qualifications because my boyfriend graduates from university next year and I hope to move south and move in with him. The qualifications will help me to get a well-paid job.

Qualifications

I did not do well at school so my GCSE grades were not good. This year I have passed a Key Skills test in AON at Level 1 and I am working towards doing ICT2 and COMM3 in the next three months. My English has always been quite good and I have used word processing and the internet a lot but I still need some further help with ICT.

Courses

My training provider organises workshops for Key Skills and I am still attending those for ICT and Communication. That is why my boss is not too happy when I ask to go on other courses.

I had had no experience of taking notes at meetings so I was allowed to go on a 12-week twilight course at the local college for this. At first I used to take a tape recorder into the meeting with me and then presented draft minutes to A. Manager for him to correct them. Now I don't need to take the tape recorder in with me and I produce a draft which I correct and then circulate the minutes to everyone.

Because I am going to be responsible for stationery and stock, I do need to know how to control stock with minimum and maximum stock levels. The system I have set up is very simple but I would like to know more about it in case this company grows or I move to a larger company. My boss first suggested that I ask our Purchasing Department to help because they order equipment etc in bulk for the company. But they are very busy and really did not want to know about stationery because it is not their responsibility. My boss finally agreed that I can go to one of my training provider's workshops because I would only be taking a limited amount of time out of the office.

I felt I could not ask for training on how to use an electronic presentation package so I looked at the instruction manual and then used a presentation package Wizard to produce my first presentation.

Learning styles

I completed a learning styles questionnaire with my assessor before I started any of the courses and that identified that I learn best if I have some teaching followed by practical exercises, before moving on to the real thing. It certainly proved to be the best way for me. However, I have recently started to try things out for myself by reading manuals or instruction books and then using the information to carry out my work. I have found that I enjoy this way of learning as well and I intend to spend more time on electronic presentations using this method of learning.

REVIEW OF ACTIVITY

Barry Jones is the named person for health and safety for the company and he carries out checks on the offshore rig. He reports in to the Ulverston office when he is on shore leave. During the meeting (minutes attached) he expressed concerns that the company was to be inspected in 6 months and whilst he was confident that the company's health and safety policies and procedures were being followed on the rig, he felt that Head Office itself was not always compliant. For example, Dave was collecting the stationery order for the rig 2 months ago and when he opened the stationery bays, two lever arch files fell from the top shelves and he was shaken and dizzy for about 15 minutes. He did recover after that but the situation could have been much worse.

It was decided that I should carry out an informal risk assessment of the office and stationery bays to ensure that when the inspection takes place, we have the same strict compliance with health and safety that we have on the rig. The report would be presented to A. Manager and the Management Committee.

In the Admin Department we do have a Health and Safety Manual that we can refer to and it identifies all the problems that may occur in the office. This manual is confidential (offshore security) and cannot be presented. My assessor has confirmed that it exists. There are also actions that should be taken to help prevent problems from occurring. In addition, I consulted the HSE website for information www.hse.gov.uk.

The risks identified are under the heading of **Findings** in the report and formed the basis for my actions.

The main outcome from the risk assessment was that the way we order and store stationery was causing the biggest problem with health and safety. I volunteered to set up and maintain a new system of ordering and storing stationery and this was agreed by A. Manager. I have shown how I monitored usage of stationery in order to set up the new system. A. Manager asked me to present the new system at our team meeting so I read through the instruction manual on how to create an electronic presentation package and produced a very simple one using a presentation package Wizard. When I have some time to spare I am going to spend more time on an electronic presentation package.

We are now ready to go with the new stationery system to see how it works out.

Candidate Signature: *A Candidate*

Date: *3/3/05*

Line Manager Signature: *A Manager*

Date: *03/05/05*

Assessor Signature: *AN Assessor*

Date: *03/05/05*

Evidence must show you can:

- C3.1a.1 Make clear and relevant contributions in a way that suits your purpose and situation; and
- C3.1a.2 respond sensitively to others, and develop points and ideas; and
- C3.1a.3 encourage others to contribute; and
- C3.3.1 select and use a format and style of writing that is appropriate to your purpose and the complexity of the subject matter; and
- C3.3.2 organise material coherently to suit the length, complexity and purpose of your document; and
- C3.3.3 spell, punctuate and use grammar accurately; and
- C3.3.4 make your meaning clear.

GASPLUS INC

Minutes of meeting held at Ulverston Office on Friday 11 November 2004

PRESENT

A. Manager (Chair)
A. Candidate (PA)
Barry J (Health & Safety Officer)
Chris P (Human Resources Manager)
Nizam A (Purchasing Manager)
Kate W (Maintenance Manager)

Minutes of previous meeting

These were read out by A. Candidate and approved as being a correct record.

Recruitment

Chris P reported that advertisements had been placed in the national press for offshore workers and there had been a reasonable response so far. The vacancy for a purchasing officer was taking longer to fill. Chris felt that the rate of pay was an issue here if staff of the right calibre were to be recruited.

A. Candidate asked whether the proposed system of bonuses for meeting targets was to be implemented. Staff felt that a decision on this was long overdue and some experienced staff were looking for other jobs. It was either the bonus scheme or agreement to pay overtime – this would be costly when weekend working was necessary.

A. Manager said that it had been decided not to go ahead with the twice-yearly bonus scheme but the directors would consider other proposals if they could be justified. A. Candidate said that most employees would be more than happy to accept one annual bonus based on extra hours worked to complete projects. Extra hours could be logged and countersigned by line managers. There was general agreement that this might solve some of the recruitment problems.

Action: A. Manager would take a proposal to the Finance Director for an increase in the salary to be offered for the purchasing post and an annual bonus scheme to be introduced.

Canteen furniture

Nizam A had now analysed the tenders for the renewal of furniture for the staff canteen. The cheapest tender was for the supply of folding tables – useful if we have other events in the canteen – and plastic-type chairs. If we were to go for upholstered chairs, the cost would increase.

Chris P felt that it was not wise to go for upholstered chairs from a maintenance point of view. Although they are more comfortable, there are spills, chewing gum etc to contend with. Plastic chairs are easily cleaned. Visitors do use the staff canteen and it might present a poor image. A. Candidate suggested that in the visitors' section of the canteen, wipe-clean cushions could be used to make the chairs more comfortable. This was felt to be a sensible solution to the problem.

It was agreed that the directors be asked to approve the cheapest tender and buy wipe-clean cushions separately.

Action: A. Manager to take the proposal to the Finance Director for final approval.

Evidence must show you can:

- C3.1a.1** Make clear and relevant contributions in a way that suits your purpose and situation; and
- C3.1a.2** respond sensitively to others, and develop points and ideas; and
- C3.1a.3** encourage others to contribute; and
- C3.3.1** select and use a format and style of writing that is appropriate to your purpose and the complexity of the subject matter; and
- C3.3.2** organise material coherently to suit the length, complexity and purpose of your document; and
- C3.3.3** spell, punctuate and use grammar accurately; and
- C3.3.4** make your meaning clear.

Health and safety

Barry J had carried out an informal risk assessment on the rig and the company policies and procedures were being complied with in accordance with health and safety guidelines. He did feel, however, that head office was not fully compliant. He quoted the example of one of his staff coming in to collect stationery to be taken to the rig. On opening the doors to the bays, a heavy box of lever arch files fell on to his head from the top shelf. The accident was not serious but it could have been. He felt that generally the storage of stationery was haphazard.

A. Candidate identified the fact that there is no one person in charge of stationery so there is overstocking of some articles and understocking of others, ie the system of each department ordering its own stationery is not working. A problem with the departmental system is that whoever takes delivery just puts the stationery order anywhere in the bay so items do fall out when the bay doors are opened. There is also the fact that staff do not use the ladders provided to reach the top shelves and stand on chairs etc.

Barry J asked that an informal assessment of risks be carried out at head office – he was on shore leave so could not do this. We must check that the improvements that had been implemented last year were being maintained and we had promised the inspectorate an informal report prior to this year's visit. The Management Committee, therefore, would need to review the report on Wednesday, 26 January 2005 before it went to the inspectorate at the beginning of February.

It was generally agreed that this should be done but pressure of work would prevent any of the managers carrying it out. Discussion centred around whether an outside person could be brought in to do this but security is an issue here. A. Manager felt that this was a project that could be handed over to A. Candidate, providing that there was regular liaison. This was agreed.

Action: A. Candidate to prepare an informal report on health and safety for the Management Committee. Fortnightly meetings with A. Manager to check progress.

A. Manager asked for people's views on how the new rulings on employees being required to take a 10-minute break from VDU workstations within each 2-hour period were being applied. Nizam A felt that the start of flexitime 6 months ago had led to some confusion about breaks away from workstations initially and the recent negotiations with the Union had now firmed up the requirements. A. Candidate agreed and said that most employees were happy with the newly agreed 30-minute lunch hour because the location of the office was such that there was nothing to do in the lunch break. However, people still tended to say that they were too busy to take the breaks. Chris P confirmed there are still grey areas here but felt in the absence of hard evidence, very little could be done about it.

A. Manager suggested that the only way to obtain hard evidence was to take a sample of the General Office over one week to see exactly what was happening. There was general agreement to this and since A. Candidate was already carrying out an informal risk assessment, it was suggested that she should carry out the monitoring.

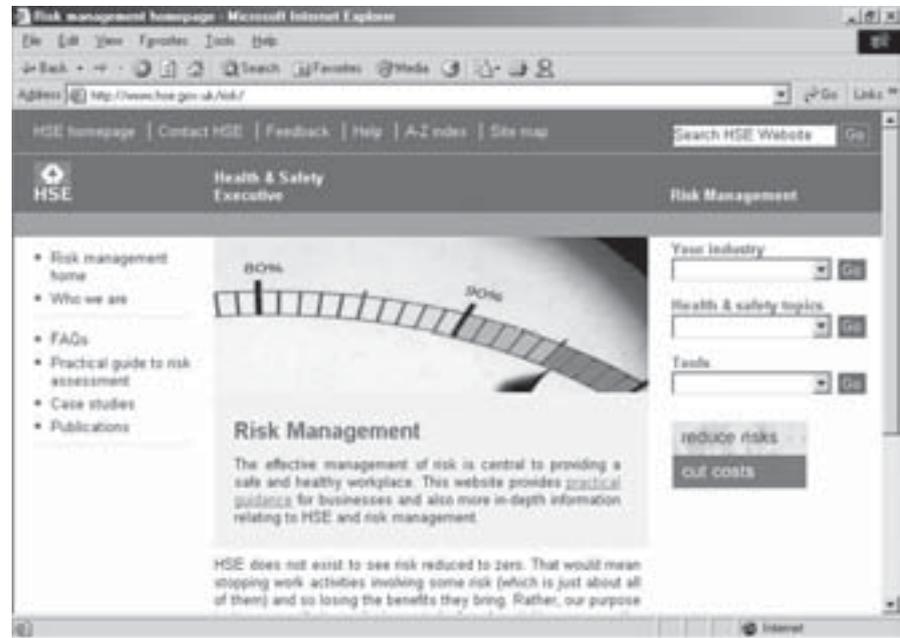
Action: A. Candidate to carry out monitoring of staff breaks from VDU workstations.

Any other business

There being no other business, the meeting closed at 4.30 pm.

Evidence must show you can:

ICT2.1.1 Select information relevant to the tasks.



This is an example of one of the web pages I researched when preparing my report. I visited a number of sites and these are detailed in the professional discussion carried out by my assessor.

GASPLUS INC

MEMORANDUM

To: A. Manager

From: A. Candidate

Date: 15 December 2004

Subject: Stationery Bays

Thank you for agreeing my draft health and safety report. In view of the problems identified with the stationery bays, I feel it would be much better if one person took responsibility for ordering stationery and making sure that the bays are stocked safely. I am willing to accept responsibility for this and I attach a survey form and requisition form for your approval if you want me to ahead with this.

Quite honestly I have no idea about minimum and maximum stock levels and staff in purchasing have no time to tell me about it. The company carrying out the assessment of my Admin NVQ does, however, offer workshops which would help. Please would you give your approval to my attending one of these? They are usually on Tuesdays starting at 4 pm and finishing at 7 pm so I would need to leave the office at 3.15 pm.

I am more than happy for you to take on the responsibility but I must stress that your pay scale could not change for at least another 12 months. If the bonus scheme goes through then I would recommend you for that, if you meet your targets. I am happy for you to attend a workshop - let me know what it costs and I will ask Human Resources to fund it out of the training budget.

A. Manager.

Great - now means I can get on with measuring the stationery bay to work out how much stationery in boxes can be stored on each shelf (need to measure boxes first). Also need to work out how much stationery we need each month (max) and what that will cost.

Level 1

**Evidence must
show you can:**

N1.1.1 Obtain the information
you need to meet the
purpose of your task.

GASPLUS INC

MEMORANDUM

To: All Head Office Staff

From: A. Candidate

Date: 5 January 2005

Subject: STATIONERY STOCK LEVELS

The stationery bays have been identified as being unsafe because too much stationery is being stored there. From 1 March, only the most commonly used stationery items will be stored in the bays and I should be grateful if you would consider the list below and let me know what your usage is of these items over a period of one month. Please let me have your replies by 19 January 2005.

Envelopes

- C4 manila
- C4 white
- C5 manila
- C5 white

Internal mail envelopes

- White A4 paper
- Black biros
- Pencils
- Paper clips (per box)
- Tippex
- Rubber bands (per box)
- Rulers
- Parcel tape
- Sellotape
- Printer cartridges
- Lever arch files
- Brown envelope folders
- Transparent wallets (per box)

Once the bays have been re-stocked, staff will be required to submit the attached stationery requisition on a weekly basis to me. I will be responsible for assembling the orders, which will be left at reception for collection. I can then make sure that minimum/maximum stock levels are maintained and that health and safety risks are low.

Level 1

**Evidence must
show you can:**

N1.1.1 Obtain the information
you need to meet the
purpose of your task.

GASPLUS INC

STATIONERY REQUISITION FORM

Name

Department

Please indicate at the side of each item the number you require.

Envelopes

C4 manila

C4 white

C5 manila

C5 white

Internal mail envelopes

White A4 paper

Black biros

Pencils

Paper clips (per box)

Tippex

Rubber bands (per box)

Rulers

Parcel tape

Sellotape

Printer cartridges

Lever arch files

Brown envelope folders

Transparent wallets (per box)

**Evidence must
show you can:**

- N1.2.1 Carry out calculations to the levels of accuracy you have been given; and
- N1.2.2 check your results make sense; and
- N1.3.1 choose suitable ways to present your findings; and
- N1.3.2 use more than one way of presenting your findings; and
- N1.3.4 describe what your results tell you.
- ICT2.1.1 Select information relevant to the tasks; and
- ICT2.2.1 enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.2 use layout appropriate to the types of information.

RESULTS OF STATIONERY SURVEY

26 people replied to my memo about stationery stock levels. I entered their estimates into a spreadsheet and produced charts to show the results graphically. The next pages show, as an example, how I used the figures for C4 envelopes to calculate the estimated use per department per month.

	A	B	C	D	E	F	G	H
1	Estimated use of C4 Manila Envelopes per officer per month							
2								
3								
4	Response No	Department	No of Envelopes					
5	1	Admin	100					
6	2	Purchasing	50					
7	3	H R	0					
8	4	IT	30					
9	5	Maintenance	25					
10	6	Admin	50					
11	7	H R	25					
12	8	Purchasing	0					
13	9	Admin	100					
14	10	Purchasing	50					
15	11	Admin	25					
16	12	Maintenance	35					
17	13	H R	0					
18	14	Admin	100					
19	15	IT	25					
20	16	Admin	0					
21	17	Maintenance	0					
22	18	Purchasing	25					
23	19	H R	50					
24	20	Admin	50					
25	21	Admin	50					
26	22	H R	100					
27	23	Admin	50					
28	24	Purchasing	50					
29	25	Admin	100					
30	26	Admin	100					
31								
32	Totals		1190					
33								
34	This total rounds to 12 boxes, as there are 100 envelopes in a box							
35								

$$1190 \div 100 = 11.9 = 12 \text{ boxes}$$

This shows the initial figures for the use of C4 envelopes, as estimated by the 26 people. The totals for each department were calculated by sorting the replies by department and then adding together the figures for each person in that department, as follows.

**Evidence must
show you can:**

- N1.2.1 Carry out calculations to the levels of accuracy you have been given; and
- N1.2.2 check your results make sense; and
- N1.3.1 choose suitable ways to present your findings; and
- N1.3.2 use more than one way of presenting your findings; and
- N1.3.4 describe what your results tell you.
- ICT2.1.1 Select information relevant to the tasks; and
- ICT2.2.1 enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.2 use layout appropriate to the types of information.

	A	B	C	D	E	F	G	H
1	Estimated use of C4 Manila Envelopes per officer per month							
2								
3								
4	Response No	Department	No of Envelopes					
5	1	Admin	100	Estimated use per Department				
6	6	Admin	50	Admin	725			
7	9	Admin	100	H R	175			
8	11	Admin	25	IT	55			
9	14	Admin	100	Maintenance	60			
10	16	Admin	0	Purchasing	175			
11	20	Admin	50					
12	21	Admin	50	Total	1190			
13	23	Admin	50					
14	25	Admin	100					
15	26	Admin	100					
16	3	H R	0					
17	7	H R	25					
18	13	H R	0					
19	19	H R	50					
20	22	H R	100					
21	4	IT	30					
22	15	IT	25					
23	5	Maintenance	25					
24	12	Maintenance	35					
25	17	Maintenance	0					
26	2	Purchasing	50					
27	8	Purchasing	0					
28	10	Purchasing	50					
29	18	Purchasing	25					
30	24	Purchasing	50					
31								
32								

Evidence must show you can:

- N1.2.1 Carry out calculations to the levels of accuracy you have been given; and
- N1.2.2 check your results make sense; and
- N1.3.1 choose suitable ways to present your findings; and
- N1.3.2 use more than one way of presenting your findings; and
- N1.3.4 describe what your results tell you.
- ICT2.1.1 Select information relevant to the tasks; and
- ICT2.2.1 enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.2 use layout appropriate to the types of information.

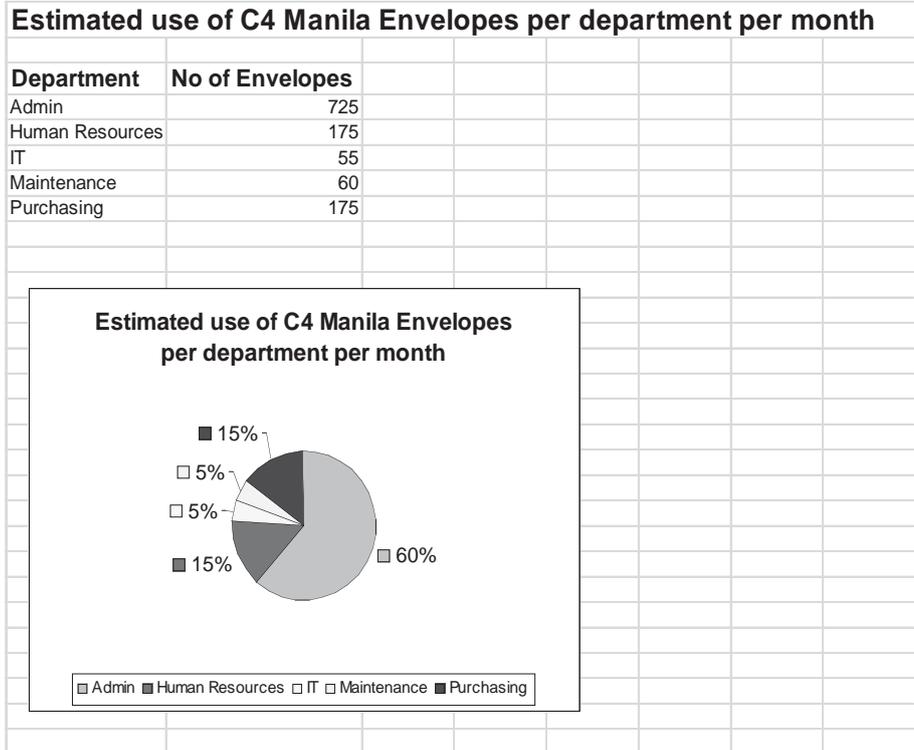
The formulas used to produce these totals are as follows:

	A	B	C	D	E
1	Estimated use				
2					
3					
4	Response No	Department	No of Envelopes		
5	1	Admin	100	Estimated use per Dep	
6	6	Admin	50	Admin	=SUM(C5:C15)
7	9	Admin	100	H R	=SUM(C16:C20)
8	11	Admin	25	IT	=SUM(C21:C22)
9	14	Admin	100	Maintenance	=SUM(C23:C25)
10	16	Admin	0	Purchasing	=SUM(C26:C30)
11	20	Admin	50		
12	21	Admin	50	Total	=SUM(F6:F10)
13	23	Admin	50		
14	25	Admin	100		
15	26	Admin	100		
16	3	H R	0		
17	7	H R	25		
18	13	H R	0		
19	19	H R	50		
20	22	H R	100		
21	4	IT	30		
22	15	IT	25		
23	5	Maintenance	25		
24	12	Maintenance	35		
25	17	Maintenance	0		
26	2	Purchasing	50		
27	8	Purchasing	0		
28	10	Purchasing	50		
29	18	Purchasing	25		
30	24	Purchasing	50		
31					
32					

Evidence must show you can:

- N1.2.1 Carry out calculations to the levels of accuracy you have been given; and
- N1.2.2 check your results make sense; and
- N1.3.1 choose suitable ways to present your findings; and
- N1.3.2 use more than one way of presenting your findings; and
- N1.3.3 present your findings clearly using a chart or diagram; and
- N1.3.4 describe what your results tell you.
- ICT2.1.1 Select information relevant to the tasks; and
- ICT2.2.1 enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.1 develop the presentation so that the final output is accurate and shows consistent use of formats; and
- ICT2.3.2 use layout appropriate to the types of information.

Then, by selecting the department and the total per department, I produced the following pie chart:



$$\frac{725}{1190} \times 100 = 60.9 \qquad \frac{60}{1190} \times 100 = 5.0$$

$$\frac{175}{1190} \times 100 = 14.7 \text{ (twice)}$$

$$\frac{55}{1190} \times 100 = 4.6$$

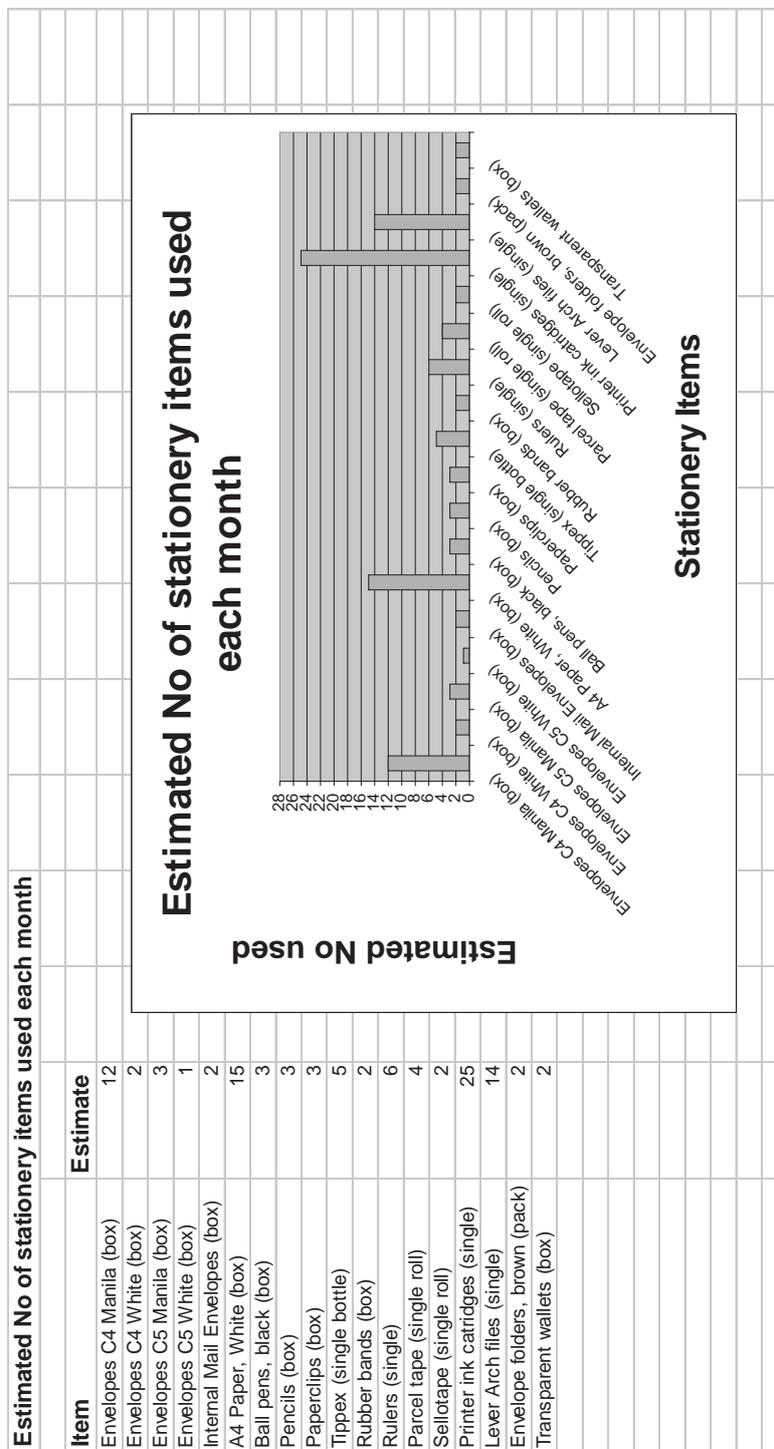
check

$$\begin{array}{r}
 60.9 \\
 14.7 \\
 14.7 \\
 4.6 \\
 5.0 \\
 \hline
 99.9 \approx 100\%
 \end{array}$$

Evidence must show you can:

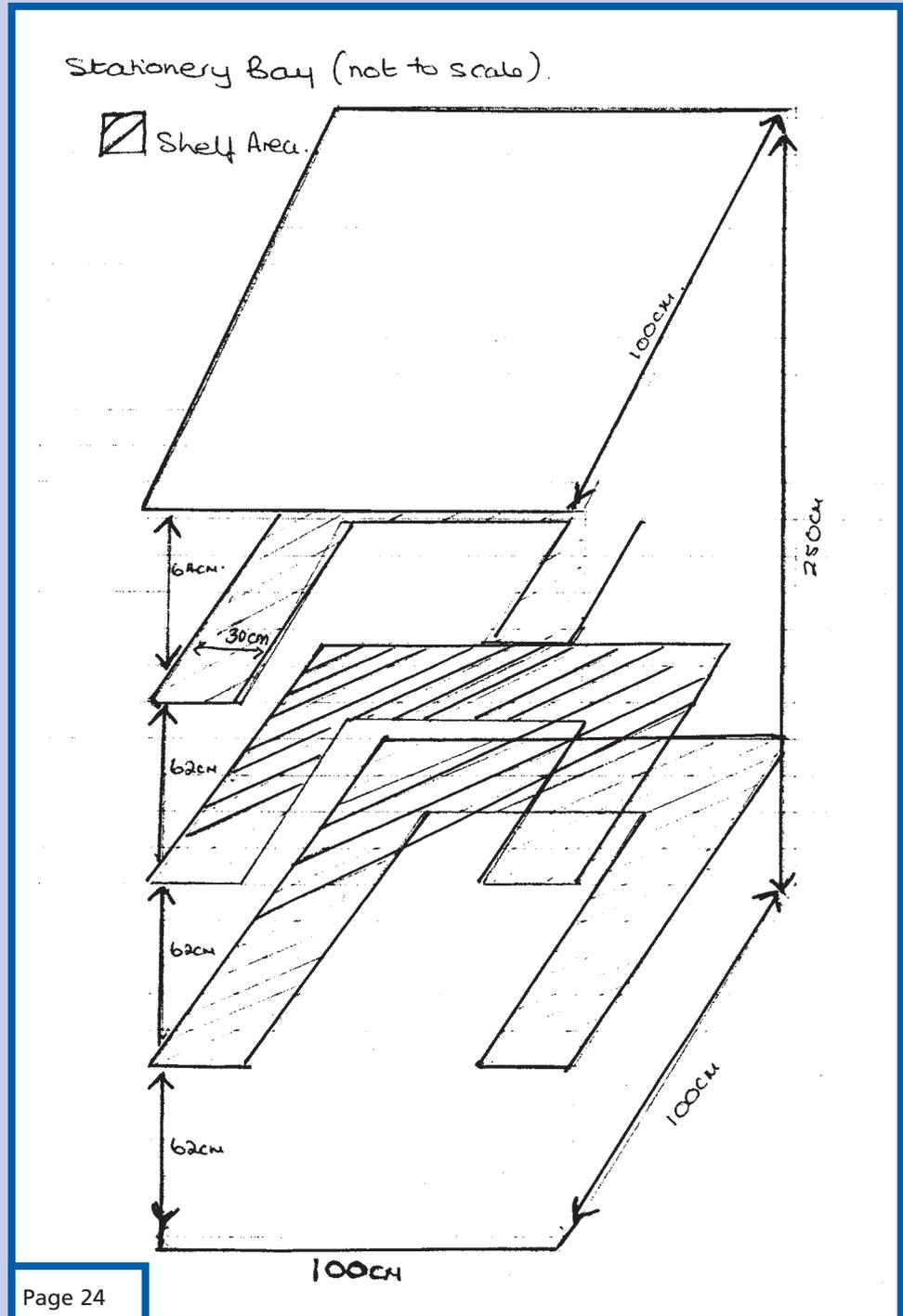
- N1.2.1 Carry out calculations to the levels of accuracy you have been given; and
- N1.2.2 check your results make sense; and
- N1.3.1 choose suitable ways to present your findings; and
- N1.3.2 use more than one way of presenting your findings; and
- N1.3.3 present your findings clearly using a chart or diagram; and
- N1.3.4 describe what your results tell you.
- ICT2.1.1 Select information relevant to the tasks; and
- ICT2.2.1 enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.1 develop the presentation so that the final output is accurate and shows consistent use of formats; and
- ICT2.3.2 use layout appropriate to the types of information.

The results of the survey in terms of all the stationery items is shown graphically like this:



Evidence must
show you can:

N1.1.1 Obtain the information
you need to meet the
purpose of your task.

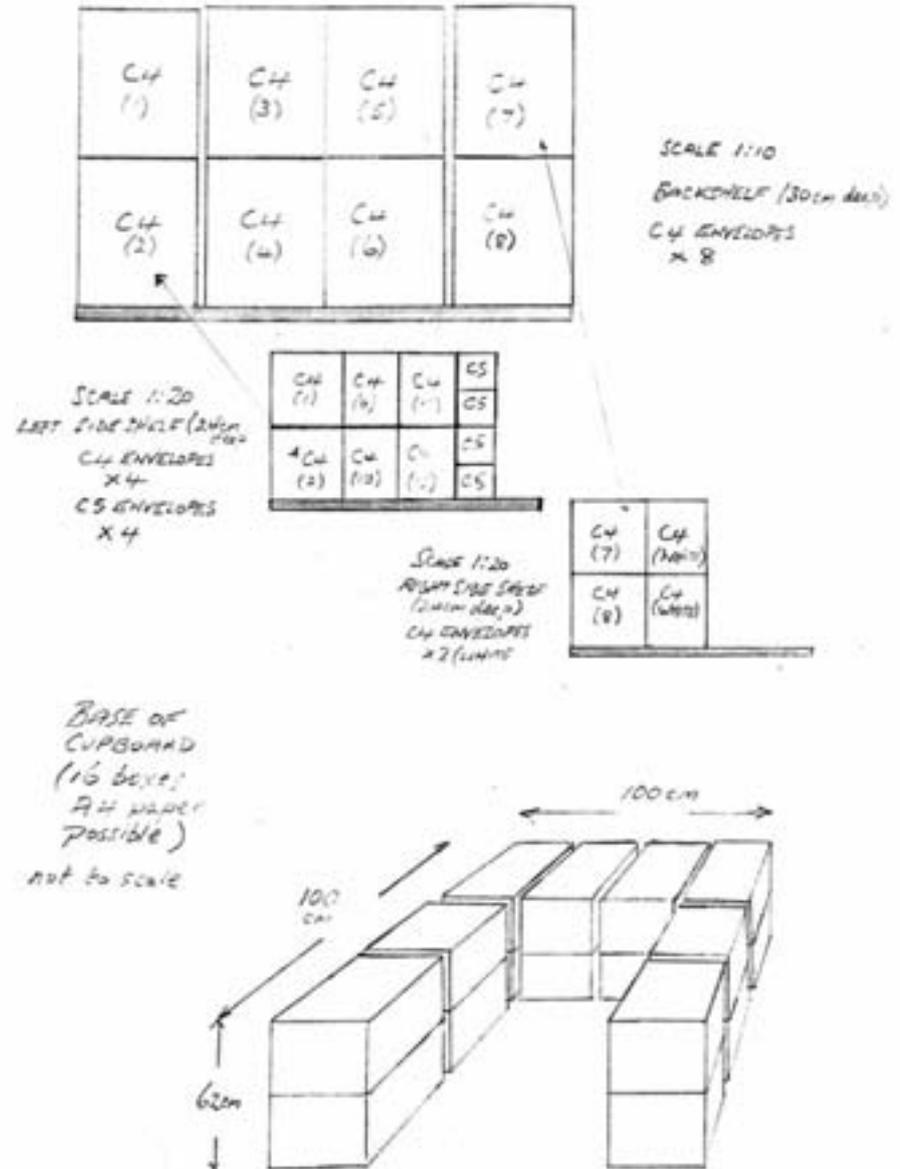


Level 1

Evidence must show you can:

N1.1.1 Obtain the information you need to meet the purpose of your task.

I have drawn a scale diagram to show the arrangement of the envelope boxes. To fit the paper I will draw the arrangements at a scale of 1:10 for the back shelf and 1:20 for the side shelves;



Evidence must show you can:

- N1.1.2** Identify suitable calculations to get the results you need; and
- N1.2.1** carry out calculations to the levels of accuracy you have been given; and
- N1.2.2** check your results make sense; and
- N1.3.1** choose suitable ways to present your findings; and
- N1.3.3** present your findings clearly using a chart or diagram; and
- N1.3.4** describe what your results tell you.

Notes for calculations

From the survey I have been able to decide on the maximum amount of stock needed for each item to be kept in the stationery bay. My next task was to determine if all the stock needed would fit into the stationery bay. I have measured the area available in the stock bay, see **sketch on page 24**.

As paper and envelopes are frequently used and are heavy I have decided it would be safer to put most of these items on the floor of the stationery bay.

I measured a box of A4 White paper

Width = 24cm
Height = 30cm
Depth = 30cm

As the distance from the floor to the first shelf is 62cm and the height of one box of paper is 30cm; I can stack the boxes 2 high. ($62 \div 30 = 2.07$ so 2 boxes)

The length and width of the stationery bay is 100cm so I can fit 3 boxes under the two side shelves and two boxes at the back of the bay = 8 boxes and by stacking them two high = 16 boxes. ($100 \div 30 = 3.3$ so 3 stack alongside and $100 \div 24 = 4.17$ so 4 along the back, see diagram)

Length of space on the floor = 100cm

The maximum number of A4 White paper we need to keep in stock each month is 15 boxes, so there will be sufficient space on the floor to store these.

Level 1

Evidence must show you can:

- N1.1.2 Identify suitable calculations to get the results you need; and
- N1.2.1 carry out calculations to the levels of accuracy you have been given; and
- N1.2.2 check your results make sense; and
- N1.3.1 choose suitable ways to present your findings; and
- N1.3.3 present your findings clearly using a chart or diagram; and
- N1.3.4 describe what your results tell you.

From the stationery survey I found that the total number of C4 Manila envelopes needed is 12 boxes.

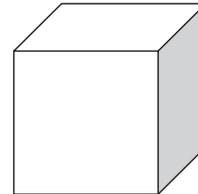
I noted that the use of white envelopes is quite small, approximately 2 boxes or 16% of the total of 14 boxes for all C4 envelopes.

I rounded 1.96 up to 2 boxes
I rounded 12.04 down to 12 boxes

This confirms the original total of boxes.

I measured a box of C4 envelopes to see how many I could fit onto a shelf in the stationery bay.

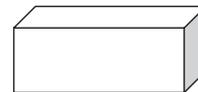
Width 24cm
Depth 30cm
Height 30cm



Each box contains 500 envelopes

I measured a box of C5 envelopes to see how many I could fit onto a shelf in the stationery bay.

Width 24cm
Depth 15cm
Height 15cm



Each box contains 500 envelopes

The distance between shelf 1 and shelf 2 is 62cm.

Therefore I can stack C4 envelopes (stacked two high)
and
I can stack C5 envelopes (stacked four high)

12 boxes of C4 envelopes (stacked at 2 high) 4 boxes of C5 envelopes (stacked at 4 high)
and will take the following space along a shelf:

$$\frac{12}{2} = 6 \times 24\text{cm} = 4/4 \times 15 = 159\text{cm}$$

On the other shelves at eye level I will stock frequently requested small items of stationery such as pens, paperclips, printer cartridges.

I have drawn a scale diagram to show the arrangement of the envelope boxes. To fit the paper I will draw the arrangements at a scale of 1:10 for the back shelf and 1:20 for the side shelves:

Level 1

Evidence must show you can:

- N1.1.2** Identify suitable calculations to get the results you need; and
- N1.2.1** carry out calculations to the levels of accuracy you have been given; and
- N1.2.2** check your results make sense; and
- N1.3.1** choose suitable ways to present your findings; and
- N1.3.3** present your findings clearly using a chart or diagram; and
- N1.3.4** describe what your results tell you.

Envelope boxes:

		Scale 1:10	Scale 1:20
C4	Width = 24cm Depth = 30cm Height = 30cm	24/10 = 2.4cm 30/10 = 3cm 30/10 = 3cm	24/20 = 1.2cm 30/20 = 1.5cm 30/20 = 1.5cm
C5	Width = 24cm Depth = 15cm Height = 15cm	24/10 = 2.4cm 15/10 = 1.5cm 15/10 = 1.5cm	24/20 = 1.2cm 15/20 = 0.75cm 15/20 = 0.75cm

Check by reverse calculation e.g. $1.2 \times 20 = 24$

Check by estimation lengths are all consistent (same magnitude).

As there will still be space on the floor and first shelf I will use this space to store Lever Arch Files in their outer casing so that there can be no further possibility of dropping these items onto someone's head.

Maximum stock held

As Gas Plus Inc. Head Office is short of storage space for stationery I have created a stationery request form so that I can check the amount of stock held and requested by each department.

See Stationery Request Form

I will use these requests forwarded to me monthly to monitor the maximum stock levels in the stationery bay and to order new stock. As some stock can only be ordered in larger numbers than those we require I have rounded the figure to take this into account.

See Re-order Stock Level Form

**Evidence must
show you can:**

N1.1.1 Obtain the information you need to meet the purpose of your task; and

N1.1.2 identify suitable calculations to get the results you need.

ICT2.1.1 Select information relevant to the tasks.

MINIMUM AND MAXIMUM STOCK LEVELS		
STOCK	MINIMUM	MAXIMUM
Envelopes		
C4 manila (box)	2	12
C4 white (box)	1	2
C5 manila (box)	1	3
C5 white (box)	0	1
Internal mail envelopes (box)	0	2
White A4 paper (box)	2	16
Black biros (box)	0	3
Pencils (box)	1	3
Paper clips (box)	1	3
Tippex (box 12)	0	1
Rubber bands (box)	0	2
Rulers (pack of 12)	0	1
Parcel tape (ind)	1	4
Sellotape (ind)	1	3
Printer cartridges (each)	4	30
Lever arch files (6)	$\frac{1}{2}$	3
Brown envelope folders (pack)	1	2
Transparent wallets (box)	1	2

**Evidence must
show you can:**

N1.1.1 Obtain the information you need to meet the purpose of your task; and

N1.1.2 identify suitable calculations to get the results you need.

ICT2.1.1 Select information relevant to the tasks.

GASPLUS INC

STOCK LEVELS

From: 19 January 2005 To: 16 February 2005

Item	Current stock level	Maximum stock level	Number re-ordered
Envelopes			
C4 manila (box)	4	12	8
C4 white (box)	1	2	1
C5 manila (box)	1	3	2
C5 white (box)	0	1	1
Internal mail envelopes (box)	0	2	2
White A4 paper (box)	3	16	13
Black biros (box)	1	3	2
Pencils (box)	2	3	1
Paper clips (box)	2	3	1
Tippex (box 12)	1/2	1	0
Rubber bands (box)	1	2	1
Rulers (pack of 12)	0	1	1
Parcel tape (ind)	2	4	2
Sellotape (ind)	1	3	2
Printer cartridges (each)	13	30	17
Lever arch files (6)	1	3	2
Brown envelope folders (pack)	1	2	1
Transparent wallets (box)	1	2	1

Level 1

Evidence must
show you can:

- N1.1.1 Obtain the information you need to meet the purpose of your task; and
- N1.1.2 identify suitable calculations to get the results you need.

COMPUTER AND STATIONERY SUPPLIES



We offer a free 24-hour delivery service within the Ulverston local area and all prices are subject to 17.5% VAT.

Payment can be made by all major credit cards, cash or cheque. Company accounts are welcomed and accounts should be settled within 30 days from delivery of order.

PRICELIST

Catalogue No	Description	Price
1/56902	C4 manila envelopes	£9.69 per box
1/56904	C4 white envelopes	£11.73 per box
1/56903	C5 manila envelopes	£9.38 per box
1/56901	C5 white envelopes	£12.88 per box
1/56907	Internal mail envelopes	£52.86 per box
2/14560	A4 paper (white)	£10.49 per box of 10 reams
8/67890	Biros (black)	£2.39 per box
8/67895	Pencils (HB)	£4.10 per box
8/45890	Paper clips (assorted)	£0.81 per box
MIS	Rubber bands	£3.14 per box
MIS	Rulers (plastic)	£5.52 per box of 12
MIS	Sellotape (clear)	£1.40 per roll
C/4356	Printer cartridges (black)	£9.12 each
1/56790	Lever arch files	£9.12 per box of 6
1/56740	Envelope folders	£16.43 per box of 20
2/3340	Transparent wallets	£1.75 per box of 50
MIS	Parcel tape (3")	£1.52 per roll



Level 1

Evidence must
show you can:

- N1.2.1 Carry out calculations to the levels of accuracy you have been given; and
- N1.2.2 check your results make sense; and
- N1.3.1 choose suitable ways to present your findings; and
- N1.3.2 use more than one way of presenting your findings; and
- N1.3.4 describe what your results tell you.

TO:
Computer and Stationery Supplies
14 Kingston Road
Ulverston
CA4 2BU
Telephone 01229 345678

FROM: **Company** Gas Plus Inc **Date** 23 February 2005
 Delivery Address Ulverston Office

$$1091.81 \times 17.5$$

$$191.06$$

ORDER NUMBER 1439 ORDERED BY *A Candidate*

Item	Description	Amount	Cost per Item	Total
1/56902	C4 Manila (box)	8	£9.69	£77.52
1/56904	C4 White (box)	1	£11.73	£11.73
1/56903	C5 Manila (box)	1	£9.38	£9.38
1/56901	C5 White (box)	1	£12.88	£12.88
1/56907	Internal mail envelopes	2	£52.86	£105.72
2/14560	A4 Paper white	13	£10.49	£136.37
8/67890	Black Biro's	1 box	£2.93	£2.93
8/67895	Pencils	2 boxes	£4.10	£8.20
8/45890	Paper Clips (box)	1	£0.81	£0.81
MIS	Rubber Bands (box)	1	£3.14	£3.14
MIS	Rulers (12)	1 (12)	£5.52	£5.52
MIS	Parcel tape 3"	2	£1.52	£3.04
MIS	Sellotape	2	£1.40	£2.80
C/4356	Printer Cartridges	17	£38.76	£658.92
1/56790	Lever Arch Files (6)	2	£9.12	£18.24
1/56740	Envelope Folders (pack)	2	£16.43	£32.86
2/33440	Transparent wallets (box)	1	£1.75	£1.75
TOTAL				£1091.81
VAT @17.5%				£191.06
TOTAL OF ORDER				£1282.87

*Check total by adding up column first downwards then from bottom upwards
 Check VAT by reverse calculation
 $1282.87 \div 117.5 = 10.91806255$
 $10.91806255 \times 17.5 = 191.06$
 rounded down for VAT.*

*Agree, these suppliers are best, based on your castings. While I remember, will you present this new stationery system at the monthly staff meeting?
 Let me know how long you need so that I can plan this into the agenda. A Manager.*

GASPLUS INC

Staff meeting to be held at Ulverston Office on Friday, 25 February 2005 at 1 pm.

AGENDA

Apologies for absence

Matters arising from minutes of meeting held on Friday, 28 January 2005

Stationery stores – new ordering/storage system*

Bonus Scheme – progress to date**

Changes to annual leave entitlement

Any other business

*Forms circulated Monday, 21 February 2005.

**Documents to be circulated at the meeting.

**Evidence must
show you can:**

C3.1b.2 Structure what you say to progress logically through each stage of your presentation; and

C3.1b.3 use an image or other material to support or enhance what you are saying.

ICT2.1.1 Select information relevant to the tasks.

Draft notes for presentation titled NEW STATIONERY SYSTEM

Slide 1 - needs to be attention grabbing with an image - something like Do you always want to stare

Show them picture of the stationery bays and point shelves where half-used boxes of envelopes are always sticking out with envelopes all over the floor etc then

Slide 2 with the pie chart that shows the actual number of envelopes we need to store at any one time

Slide 3 should show that present system is not cost effective and encourages people to store more than they need. This is wasteful and encourages untidy and dangerous storage.

Slide 4 should show how the new system will save time and money, help to prevent accidents and maybe stop people arguing about which box of envelopes belongs to them.

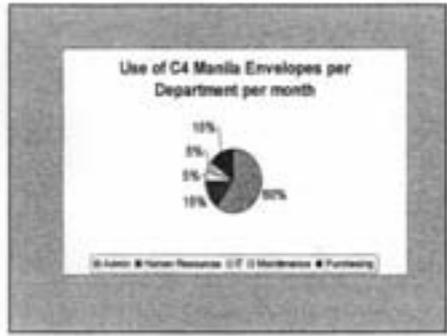
Slide 5 should explain how they fill in the req form and return to me. I will do the ordering and string and all they have to do is collect from Reception on a specified date - still wait mean that they can't ask me for extras if they need them.

Slide 6 must stress that they cannot order stationery individually now and they should not deal with any deliveries of stationery unless I am off sick / on holiday and A Manager asks them to do it. Need to stress that they must always use the steps provided to get to the top shelves of the bay.

Evidence must show you can:

- C3.1b.2 Structure what you say to progress logically through each stage of your presentation; and
- C3.1b.3 use an image or other material to support or enhance what you are saying.
- ICT2.2.1 Enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.1 develop the presentation so that the final output is accurate and shows consistent use of formats; and
- ICT2.3.2 use layout appropriate to the types of information.





Present System
Not cost effective
Encourages over-stocking
wastage
untidy and dangerous storage
in-fighting over items

Evidence must show you can:

- C3.1b.2 Structure what you say to progress logically through each stage of your presentation; and
- C3.1b.3 use an image or other material to support or enhance what you are saying.
- ICT2.2.1 Enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.1 develop the presentation so that the final output is accurate and shows consistent use of formats; and
- ICT2.3.2 use layout appropriate to the types of information.

New System
Designed to
save money
save time
prevent accidents
maintain a friendly office atmosphere

What do you need to do?
On a monthly basis
Let me have your departmental requirements on the requisition form
Collect your supplies from Reception on the due date
I WILL DO THE REST!

What you must NOT do
Order any stationery individually
Take delivery of any stationery items unless you are requested to do so
Enter the stationery bays without permission
If you do have permission to enter the stationery bays
USE THE STEPS PROVIDED!

Evidence must show you can:

ICT2.1.1 Select information relevant to the tasks.

A. Candidate

From: A. Candidate
To: A. N. Assessor
Sent: 11/2/05
Subject: Assessment visit

A. N. Assessor

You mentioned a few weeks ago that you wanted to sit in at a meeting if at all possible so that you could watch me taking notes and contributing to the discussions about agenda items. There is a meeting coming up on 25/2/05 but it will mean changing your usual day for visiting me. I have asked A. Manager for his approval and he is all right about it providing the usual things apply – complete confidentiality about company business. You know how fussy he is.

If you are able to change your day, please let me know and I will make arrangements with the security desk. Thanks for fitting me into the IT workshop on databases and spreadsheets. I am ok using them as long as they have been set up first but I am still having some difficulty setting them up from scratch – Marge from IT helped me when I got stuck with the spreadsheet that produced the bar chart and pie chart. On one of your visits can you give me an update? You don't need to bring a laptop if you don't need it with you – you can use my computer.

When I sent my last lot of evidence to you, you asked me to think carefully and be very clear why I was using ICT because I needed 2 purposes. I have worked it out like this:

Purpose 1 Once I had been asked to write the Health and Safety Report for the Management Committee, I had to search the internet to get the best information I could to enable me to check our performance against what is required. I used Microsoft Word for the report.

Purpose 2 Almost following on from this – and this is where I got confused at first – I said I would be responsible for the new stationery stores and distribution system. I used an electronic presentation to present to my colleagues some of the findings from the survey on stationery stores and the new system.

I think that is now clearer in my mind and I hope you agree.

Since A. Manager would like to see you after the assessment has taken place, you could see the company manual and other materials in his office – it seems a good opportunity. He can also let you know what he thinks about my report.

Thanks.

A. Candidate

Level 1

Evidence must
show you can:

N1.1.1 Obtain the information you need to meet the purpose of your task; and

N1.1.2 identify suitable calculations to get the results you need.

Workstation Assessment from the desk w/comm. 14th November	VDU Regulations	Observation of time taken away
Department	General Office	Date November 14th
Staff 1	14 mins/6 mins =	20 mins
Staff 2	10 mins	10 mins
Staff 3	13 mins	13 mins
Staff 4	absent	
Staff 5	10 mins/10 mins	20 mins
Staff 6	5 mins/5 mins	10 mins
Staff 7	12 mins	12 mins
Department	General Office	Date November 15th
Staff 1	10 mins/10 mins	20 mins
Staff 2	15 mins	15 mins
Staff 3	5 mins/8 mins	13 mins
Staff 4	5 mins/6 mins	11 mins
Staff 5	10 mins/10 mins	20 mins
Staff 6	14 mins/30 mins	44 mins
Staff 7	10 mins/15 mins	25 mins
Department	General Office	Date November 16th
Staff 1	5 mins	5 mins
Staff 2	8 mins	8 mins
Staff 3	7 mins/7 mins	14 mins
Staff 4	13 mins	13 mins
Staff 5	10 mins/10 mins	20 mins
Staff 6	5 mins/5 mins	10 mins
Staff 7	6 mins	6 mins
Department	General Office	Date November 17th
Staff 1	10 mins	10 mins
Staff 2		none
Staff 3	7 mins/7 mins	14 mins
Staff 4	12 mins	12 mins
Staff 5	4 mins/5 mins	9 mins
Staff 6	absent	
Staff 7	5 mins/5 mins	10 mins
Department	General Office	Date November 18th
Staff 1	10 mins/10 mins	20 mins
Staff 2	12 mins	12 mins
Staff 3	8 mins/8 mins	16 mins
Staff 4	12 mins	12 mins
Staff 5	14 mins	14 mins
Staff 6	5 mins/5 mins	10 mins
Staff 7	6 mins/4 mins	10 mins

This is the information I gathered during the week monitoring of the General Office. You asked how long I would need for the presentation - 10 minutes for the presenting but I would leave another 10 minutes for questions and any discussion. Can my assessor sit in? A Candidate

This information is a useful reference point. Thanks for the info. on the presentation - your assessor can sit in and I would like some time with her on that day - I missed her last visit. A. Manager

Evidence must show you can:

- N1.2.1 Carry out calculations to the levels of accuracy you have been given; and
- N1.2.2 check your results make sense.

From the observations above, I am able to calculate what would be the average time for staff to be away from their desks. I will calculate the mean, median and mode. All figures are shown to 2 decimal places.

November 14th

$$\frac{20+10+13+20+10+12+0}{6} = 85/6 = 14.17 \text{ minutes}$$

(÷ 6 one person absent)

November 15th

$$\frac{20+15+13+11+20+46+25}{7} = 148/7 = 21.14 \text{ minutes}$$

November 16th

$$\frac{5+8+14+13+20+10+6}{7} = 76/7 = 10.85$$

November 17th

$$\frac{10+0+14+12+9+0+10}{6} = 55/6 = 9.17 \text{ minutes}$$

(÷ 6 one absent one stayed at station)

November 18th

$$\frac{20+12+16+12+14+10+10}{7} = 94/7 = 13.43 \text{ minutes}$$

The mean (average) time away from the desk based on the results of one week is:

$$68.76/5 = 13.75 \text{ minutes}$$

The median of 33 staff away from the desk (35 - 2 absences)

44 25 20 20 20 20 20 20 16 15 14 14 14 13 13 13 12 12 12 12 11
10 10 10 10 10 10 10 9, 9, 6, 5, 0

= 12 minutes based on 16 counted from the top and 16 counted from the bottom up to find the mid point.

TALLY (AWAY FROM DESKS MINS)		Total
0-5		2
6-10		10
11-15		12
16-20		7
More than 20		2
		33

The mode (the most often time away from the desk) = 11-15 minutes

Workstation Assessment Location **A. Candidate, Gen Office** **Date 15/11/04**

Environment	Yes	No
SPACE		
Is there sufficient space (legal minimum 3.7 sq. metres) with enough storage to enable easy access to the workstation?	✓	
Does the space permit reasonable variation in the position of furniture and equipment?	✓	
LIGHTING		
Is there adequate lighting for all tasks?	✓	
Is lighting variable to suit ambient conditions?		✓
Is the lighting co-ordinated to avoid reflection and glare from falling upon the screen and other equipment?		✓
REFLECTIONS AND GLARE		
Have adjustable window blinds been fitted?	✓	
Are wall surfaces designed to minimise reflections from falling upon the workstation?	✓	
Where the need cannot be avoided, has an appropriate screen filter been supplied?	✓	
NOISE		
Have noisy pieces of equipment (printers etc) been fitted with a sound attenuation hood, or been moved away from the workstation?	✓	
Have all other sources of noise been reduced to prevent distraction and interference with speech?	✓	
TEMPERATURE		
Is the temperature at the workstation at least 16 degrees?	✓	
Is the temperature maintained at a level that ensures operator comfort?	✓	
Have all sources of excess heat been eliminated or suitably controlled?	✓	
DISPLAY SCREENS		
Does the display screen have easily adjustable controls for brightness and contrast?	✓	
Is it possible to easily tilt and swivel the screen?	✓	
Does the screen stand upon an adjustable table?		✓
Is the screen free of glare and reflection?	✓	
Is the image on the screen stable and free from flicker?	✓	
Are the characters well defined and of adjustable size, with adequate space between the individual characters and lines of text?	✓	
Is it possible for the operator to easily alter the position of the screen, having regard for its size and weight and electrical cabling?	✓	
KEYBOARD		
Is the keyboard separate from the screen?	✓	
Is it possible to adjust the angle of tilt of the keyboard?		✓
Are the key symbols adequately contrasted?	✓	
Does the keyboard have a matt surface?	✓	
Is there adequate space at the front of the keyboard to provide support for the hands and arms of the operator?	✓	
Is the keyboard style and the arrangement of keys designed to enable ease of use?	✓	
OTHER EQUIPMENT		
Has a document holder been provided where necessary?	✓	
Has all other equipment been assessed for suitability? (mouse, CPU, modem, telephone)	✓	
FURNITURE		
Is the desk or work surface sufficiently large to allow a flexible and comfortable arrangement of all work equipment?	✓	

Workstation Assessment Location A. Candidate, Gen Office Date 15/11/04

Environment	Yes	No
Does the surface have a matt finish to prevent reflections?	✓	
Is the height of the desk or work surface suitable for use with display screen equipment?	✓	
Is the chair stable?	✓	
Is it possible to easily adjust the height of the seat, the height of the backrest and the angle of the backrest?	✓	
Has a footrest been made available?	✓	
CONSULTATION		
Has the worker been consulted about health and safety issues related to the safe use of display screen equipment?	✓	
Has the worker been made aware of the entitlement to eye testing, eye examination and, where appropriate, provision of free corrective appliances?	✓	
Does the worker know the correct procedure to follow in the event of a health and safety problem arising from the use of display screen equipment?	✓	
Has adequate training been given in the possible risks arising from using display screen equipment?	✓	

I have included the assessment of my workstation as an example of the monitoring that I carried out. By doing this with each workstation I found which screens, chairs etc needed attention and I have noted that in the report that follows.

Evidence must show you can:

- ICT2.2.1 Enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.1 develop the presentation so that the final output is accurate and shows consistent use of formats; and
- ICT2.3.2 use layout appropriate to the types of information.
- C3.2.1 Select and read relevant documents; and
- C3.2.2 identify accurately, and compare, the main points, ideas and lines of reasoning; and
- C3.2.3 present your own interpretation of the subject in a way that is coherent and brings together information from different documents to suit your purpose; and
- C3.3.1 select and use a format and style of writing that is appropriate to your purpose and the complexity of the subject matter; and
- C3.3.2 organise material coherently to suit the length, complexity and purpose of your document; and
- C3.3.3 spell, punctuate and use grammar accurately; and
- C3.3.4 make your meaning clear.

DRAFT

HEALTH AND SAFETY REPORT

GASPLUS INC

Background

An informal risk assessment for the main office in Ulverston has been carried out ~~by me at the request of my manager~~ for the following reasons:

- ✓ The company Health and Safety Officer ~~has continually~~ **had** identified inconsistencies in compliance between the offshore rig and Head Office.
- ✓ Problems identified under last year's inspection have not been fully addressed and this year's visit is imminent.
- ✓ We had promised the inspectorate a current risk assessment report prior to the visit.

Under the management of health and safety at work regulations 1999, employers have a legal responsibility to undertake regular risk assessments – by checking that risks are either eliminated or controlled as much as possible. If necessary, a specialist consultant may be asked to do the job if no one in the organisation can do it. However, all staff have a responsibility to inform employers if a new hazard is identified or if the degree of risk has changed in some way.

Findings

It is clear that there are some risks at Head Office, ~~but they~~ **which** would not occur on the offshore rig, but this is because of the nature of operations in the 2 sites. The risk assessment on the offshore rig carried out by the Health and Safety Officer does show full compliance and my assessment of Head Office shows almost full compliance here. The only risk identified at last year's visit, which has not been fully complied with at Head Office, is the problem of deliveries being left around in corridors and this improved for the first 6 or 7 months after the visit. Everything else demanded in last year's inspection has been improved and the monitoring report sent to the inspectorate within the time frame of 3 months as requested; the improvements ~~have been thoroughly checked to make sure there is full implementation.~~ **are still in place.**

The following are the identified risks:

- Stationery bays Top shelves very high and ladders provided are not always used. Also people stack heavy lever arch files there which is dangerous.
- Computer usage These are maintained annually but there are often problems with the displays because many of the screens are now old and should be replaced. Most workstations are at the correct height but there were 3 that had the older type chairs which meant rsi could develop because they were not at the correct height. We are all very busy so it is not always possible to take the recommended breaks away from the computer. The company ensures that we have regular eye checks.
- Security Visitors to the office do sign the visitors' book so that we can ensure they are looked after from the health and safety point of view. For example, there is not a problem with fire drills etc but we do have

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- C3.3.1 select and use a format and style of writing that is appropriate to your purpose and the complexity of the subject matter; and
- C3.3.2 organise material coherently to suit the length, complexity and purpose of your document; and
- C3.3.3 spell, punctuate and use grammar accurately; and
- C3.3.4 make your meaning clear.

problems if visitors are allowed into the kitchen to make drinks. There is a step down into the kitchen, which is on the ground floor and the warning notice is no longer clear. People from the 2nd and 3rd floors carrying drinks spill them – risk of slipping.

Hazards in office pathways and corridor

This is where the office staff **have** really become lax. Bags are dumped down anywhere and when wires have been pulled out for repairs, they are often left trailing – the technician staff are often at fault here. In addition, when we have deliveries, the people who are responsible for storing them do not do this immediately. Parcels are left in corridors where people can fall over them.

Photocopier

This is in a restricted area on the ground floor so access to it is a problem. Some toxins are given off and it is noisy. As well, although we use gloves and a protective jacket when changing toner, the dust still can get onto hands and face and the nearest sink is in the toilet blocks on the first floor. It is difficult because of limited space to follow the instructions to sellotape the toner box and arrange for its collection.

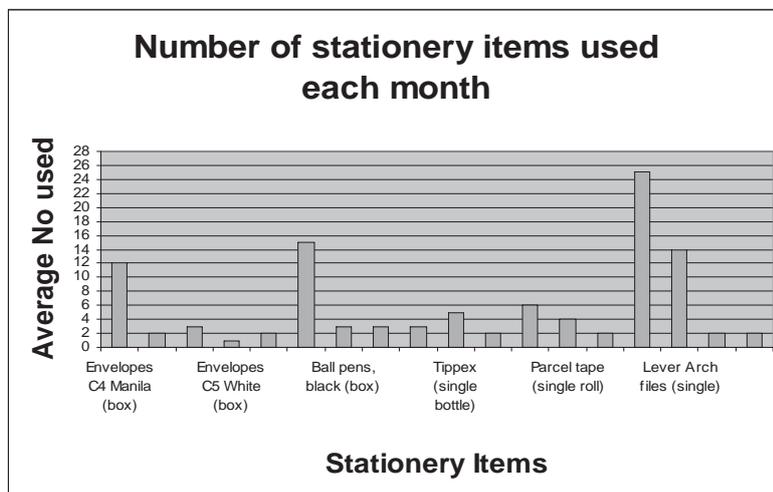
will need

One result of the identification of risk in the stationery bays is that management ~~will need to~~ **to review the overall amount of stationery stored** ~~get a grip on how much stationery is stored~~ in the bays so that risk is eliminated.

Actions taken to eliminate risk

Stationery bays

A bar chart showing the number of stationery items used each month is shown below.



From this it is clear that the current system has led to overstocking and poor storage, which has provided a dangerous environment.

Evidence must show you can:

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- ICT2.3.1 develop the presentation so that the final output is accurate and shows consistent use of formats; and
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Not be allowed to extract

The stationery bays are to be more tightly controlled. Staff will be prevented from extracting stock on an informal basis with one member of staff taking responsibility for completing logged orders on a weekly basis. Only the most commonly used items of stationery will be kept in the bays and strict maximum stock levels will be maintained to avoid over-stocking of shelves which could lead to accidents when the bay doors are opened. The ladders provided for accessing the top shelves must be used on every occasion.

Computer usage

Purchasing Department staff have reviewed the screens identified as being old alongside the screens that are deemed satisfactory. From a purchasing point of view, it has been decided that it would be cost-effective to replace all the computer screens with flat screens and increase monitoring of displays to quarterly.

Management had already issued instructions that if a break away from the workstation was impossible, every attempt must be made to change the nature of the work being undertaken. A review of this still showed that people are not getting adequate breaks. By negotiation with staff and the Unions, it has been agreed that the lunch hour will be shortened to 30 minutes and staff must take a 10-minute break every 2 hours; each employee will keep a log of breaks taken.

Security

Has been a greater incidence recently

There have been too many occasions lately of visitors wandering up and down the building for a variety of reasons, including going to the kitchens to make drinks. Whilst visitors are instantly recognisable because of the badges worn this is not acceptable. In addition, spillage of fluids on stairs and in corridors is dangerous.

Management has decided to convert the cleaners' room (adjacent to reception) into a visitors' cloakroom – this should avoid visitors having to use the toilet blocks on the first floor. In addition, a drinks machine will be placed at the entrance to the ground floor offices and all staff and visitors will use the machine. The kitchen will be converted to a rest area where breaks away from workstations can be taken; drinks from the machine will be allowed in there and biscuits, crisps etc. All sandwiches and hot food must be eaten in the canteen.

Visitors will be allowed to use meeting rooms on the ground floor only – all staff meetings will take place in the first floor meeting area.

Hazards in office pathways and corridors

The findings of the report will be presented to the staff at the monthly Friday staff meeting. Thereafter warning notices will be displayed and any member of staff flouting the rules will be disciplined.

All deliveries **must** be stored in the appropriate departments **immediately** following deliveries. Members of staff signing delivery notes on behalf of their departments will be deemed responsible for ensuring that this happens.

The Head of Maintenance will monitor the work of technician staff to ensure that there are no trailing wires and all repairs to cabling etc **must** be carried out by maintenance staff only.

AM/oc. 26/01/05.

Evidence must show you can:

- ICT2.2.1 Enter and combine information using formats that help development; and
- ICT2.2.2 develop information and derive new information as appropriate; and
- ICT2.3.1 develop the presentation so that the final output is accurate and shows consistent use of formats; and
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- C3.2.1 Select and read relevant documents; and
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GASPLUS INC

HEALTH AND SAFETY REPORT

Background

An informal risk assessment for the main office in Ulverston has been carried out for the following reasons:

- ✓ The company Health and Safety Officer had identified inconsistencies in compliance between the offshore rig and Head Office.
- ✓ Problems identified under last year's inspection have not been fully addressed and this year's visit is imminent.
- ✓ We had promised the inspectorate a current risk assessment report prior to the visit.

Under the management of health and safety at work regulations 1999, employers have a legal responsibility to undertake regular risk assessments – by checking that risks are either eliminated or controlled as much as possible. If necessary, a specialist consultant may be asked to do the job if no one in the organisation can do it. However, all staff have a responsibility to inform employers if a new hazard is identified or if the degree of risk has changed in some way.

Findings

It is clear that there are some risks at Head Office, which would not occur on the offshore rig, but this is because of the nature of operations in the 2 sites. The risk assessment on the offshore rig carried out by the Health and Safety Officer does show full compliance and my assessment of Head Office shows almost full compliance here. The only risk identified at last year's visit, which has not been fully complied with at Head Office, is the problem of deliveries being left around in corridors and this improved for the first 6 or 7 months after the visit. Everything else demanded in last year's inspection has been improved and the monitoring report sent to the inspectorate within the time frame of 3 months as requested; the improvements are still in place.

The following are the identified risks:

- | | |
|----------------|--|
| Stationery bay | Top shelves very high and ladders provided are not always used. Also people stack heavy lever arch files there which is dangerous. |
| Computer usage | These are maintained annually but there are often problems with the displays because many of the screens are now old and should be replaced.
Most workstations are at the correct height but there were 3 that had the older type chairs which meant rsi could develop because they were not at the correct height.
We are all very busy so it is not always possible to take the recommended breaks away from the computer.
The company ensures that we have regular eye checks. |
| Security | Visitors to the office do sign the visitors' book so that we can ensure they are looked after from the health and safety point of view. For example, there is not a problem with fire drills etc but we do have problems if visitors are allowed into the kitchen to make drinks. |

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There is a step down into the kitchen, which is on the ground floor and the warning notice is no longer clear. People from the 2nd and 3rd floors carrying drinks spill them – risk of slipping.

Hazards in office pathways and corridor This is where the office staff have really become lax. Bags are dumped down anywhere and when wires have been pulled out for repairs, they are often left trailing – the technician staff are often at fault here. In addition, when we have deliveries, the people who are responsible for storing them do not do this immediately. Parcels are left in corridors where people can fall over them.

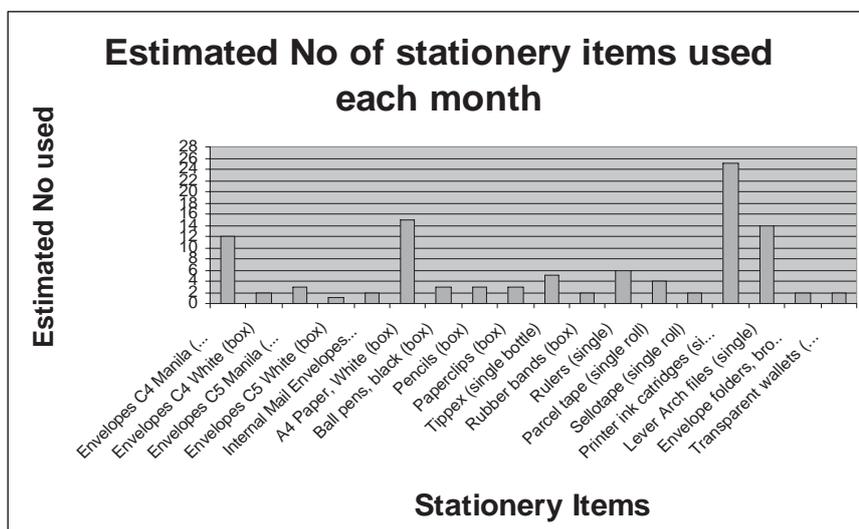
Photocopier This is in a restricted area on the ground floor so access to it is a problem. Some toxins are given off and it is noisy. As well, although we use gloves and a protective jacket when changing toner, the dust still can get onto hands and face and the nearest sink is in the toilet blocks on the first floor. It is difficult because of limited space to follow the instructions to sellotape the toner box and arrange for its collection.

One result of the identification of risk in the stationery bays is that management will need to review the overall amount of stationery stored in the bays so that risk is eliminated.

Actions taken to eliminate risk

Stationery bays

A bar chart showing the number of stationery items used each month is shown below.



From this it is clear that the current system has led to overstocking and poor storage, which has provided a dangerous environment.

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Am/ac. 26/01/05.

A. N. Assessor

From: A. N. Assessor
To: A. Candidate
Date: 28/1/05
Subject: Professional Discussion

A. Candidate

I am confirming our telephone conversation today when we agreed to meet on Tuesday next so that we can carry out a professional discussion. I am pleased you have agreed to come to see me at 5.15 pm because it is sometimes difficult to get a clear hour in a quiet place at Gasplus. We have agreed that we will not use the digital recorder on this occasion.

I need to assess how you have synthesised information from the documents you have read because we are leaving that evidence in situ since one of them is a confidential document. I will also need physically to see those documents for myself at some future point. We will need to establish that you have carried out multiple searches in order to gather the material that you required.

I outline below the areas we need to cover during our discussion.

- The reason for the confidentiality of the company manual
- The structure of the manual and the page numbers you referred to
- The reasons for your choice of website material
- The Acts you considered during the preparation of your report
- How you implemented the requirements of the Acts.

Please prepare notes in readiness for the discussion and I would like to see any other notes or jottings you made from the materials you read.

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PROFESSIONAL DISCUSSION

Discussion carried out at training provider premises on 1/2/05. Length of discussion was one hour.

A. Candidate had prepared as outlined in my email of 28/1/05.

Discussed structure of manual first because that gives reason for confidentiality.

- Manual in 2 sections, Part A refers to general health and safety at Head Office and on the rig. Part B refers specifically to the platform itself, its location, its technical details, its mode of operation, and this is why it must not be removed from A. Manager's office – question of security.
- Referred mostly to the first 350 pages which relate to general health and safety but did flick through the 450 pages relating to the rig. Surprised there was a website devoted to this and had a quick look at that – www.rigworker.com/industry.shtml – to see how operations compared. Could see why high turnover of staff because they are dissatisfied with the life. Could also see why Health and Safety rep, Barry Jones, does not like taking on work when he is on shore leave. Because of this thinks there should be a separate Health and Safety rep for Head Office.
- Looked at a number of websites, eg www.bbc.co.uk/health/healthy_living/health_at_work and www.tuc.org.uk/h_and_s – got some accident stats from this – www.hse.gov.uk/office/index.htm etc. All repeated the main requirements of the Health and Safety at Work Act whereas needed information on hazards and risks which A. Candidate had little understanding of. Now understands that risks cannot be completely removed but have to be minimised – where she was able to judge the risks connected with the stationery storage bays and able to recommend changes which she would take responsibility for.
- Acts considered were:
 - Health and Safety at Work Act 1974 – did not realise this was an over-arching Act that covered all sorts of issues
 - The Workplace (Health, Safety and Welfare) Regulations 1992
 - The Display Screen Equipment Regulations 1992 (as amended) – recommends employees should take responsibility for risk assessments of their own workplaces – where A. Candidate got her ideas and her document used for workstation assessment
 - COSHH regulations – thought it might help with siting of photocopier and precautions to be taken – did to a certain extent hence the recommendation on the photocopier siting being low risk currently.
- Main requirements of all the Acts are included in the first 350 pages of the company manual. All employees given a digest of relevant pages at induction. Those 350 pages also relate to general health and safety on the rig.
- A. Candidate concerned that all employees are not taking their responsibilities under the Health and Safety at Work Act seriously enough – Act specifically states that they do have joint responsibility with the employer. Departmental heads/supervisors supposed to check that people are complying but this gets lost in day-to-day running – has led to problems. Apparently the rig is much tighter in these general areas because staff on

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there have to be very careful given the circumstances. Head Office should have its own Health and Safety rep.

- Stationery buys a case in point where everyone just looking after themselves with storing their stationery anywhere and not considering how their actions affect others. New system will target this and save money as well.
- Similarly technician staff always very busy rushing from one job to another – easy to leave trailing wires – employees then try to fix that themselves when they are not qualified to do so. Extra monitoring of technician staff will make sure things are done properly.
- No change in the position of the photocopier at present except that there will now be a sink on the ground floor instead of having to go to the first floor. Recommended that the photocopier area was low risk so could be left for the time being.
- People know they should not dump bags etc on the floor but it has happened and it is dangerous – warning notes should stop this to a certain extent but it will have to be monitored properly.
- Similarly the deliveries will need to be stored immediately. People going out to put items in the bins at the back of the building continually fall over parcels and boxes.
- Employees have a responsibility for keeping facilities clean and tidy but people have been eating takeaways and sandwiches at the desk – half eaten food left around. New canteen rules will target this. Has also meant that kettles have been removed and a drinks machine installed – cups were being left in the sink unwashed and the sink was dirty.

It was very clear from the discussion that A. Candidate had carried out multiple searches in order to obtain material for the Health and Safety Report and enable her to set up a new stationery stores system.

Discussion concluded at 6.25 pm.

AN Assessol.

03/02/05.

About this booklet

Who is it for?	Key skills candidates, practitioners, assessors and moderators, external verifiers and others involved in the delivery of key skills, key skills awarding bodies and the Key Skills Support Programme
What does it include?	Exemplification of the requirements for key skills portfolios
Related materials	<i>The key skills qualifications standards and guidance</i> (2004) (QCA/04/1272)
For more information	The Key Skills Team (020 7509 5611; keyskills@qca.org.uk)

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