

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Level 4 Component Award in Supporting employee services
Qualification code: SAFC05040112

Qualification structure

Qualification type: Component Award	Discipline: F	Sector: C05	Level: 4	No in series: 01	Year of approval: 12
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Credit value: 7 Credit hours	Certification requirement: 2 Units; 2 Core
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Qualification aims

The aim of the qualification is to provide learners with a core understanding of development and provision of employment management services to staff as well as recruit, select and induct staff.

Qualification units

Core units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC050401012	1	Develop and provide employment management services to staff	4	3
FC050401212	2	Recruit and induct staff in the UAE	4	4

Specialist units

Unit code:	Unit no:	Unit title:	Level:	Credit value:

Optional units

Unit code:	Unit no:	Unit title:	Level:	Credit value:

Prerequisites

Entry requirements	Requirements
<p>Learners will require the following skills for completion of this unit as follows: Analytical skills, communication skills, effective business relationships, information management skills, presentation skills, research and data collection skills, relate to people from diverse backgrounds, and diverse abilities. The unit is open to candidates of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning. There should be equality of access for candidates and candidates must be enabled and supported to undertake this qualification. All institute staff involved in the assessment or delivery of these qualifications should understand learner's requirements and through initial assessment, match them to the needs and capabilities before entering learners as candidates for this qualification.</p>	<ul style="list-style-type: none"> • IELTS level 4 is preferred. • Level of knowledge, skill and performance of human resources on entry is minimum requirement. • Functional IT skills would be an advantage. • No specific pre-entry qualification in human resources is required. • Pre-entry requirement of Certificate 3 level. <p>Credit transfer is available as published.</p>

Qualification pathways		
This qualification	Pathways	
Level 4 Component Award in Supporting employee services	Certificate 4 in Human Resources Diploma in Human Resources	
Copyright and ownership		Modification history
Copyright of units, Intellectual Property Rights and ownership of the qualification will be owned by ACTVET.	Release no: 1	Previous code:
	Comment:	New code:
National Occupational Standards		Not available

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Qualification overview

This qualification is suitable for	Learners should be working in the field of human resources and have background knowledge of the profession as a minimum requirement.
Target market	The target market for this qualification is human resource generalists, recruitment specialists, small company owners and staff with a recruitment role.
Job activities/tasks	The core component of this unit contains competencies in: performance outcomes, skills and knowledge required to: advice on developing strategies for the retention of candidates, providing advice and support to candidates, providing induction and training solutions to candidates and developing strategies for the ongoing management of staff.
Work context/conditions	This unit is for any individual who is, or wishes to be involved in human resources, particularly recruitment of staff.
Example employers	Government organisations. Private sector employers.
Example jobs	Related occupations
Recruitment consultant Human resources supervisor Human resources administrator Recruitment coordinator	Office managers Persons with departmental recruitment responsibility
Professional association	International professional association such as Chartered Institute of Professional Development.

<p>Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Level 4 Component Award in Supporting employee services Qualification code: SAFC05040112</p> <p>Delivery and Assessment</p>	
Mode of delivery	
<p>Mode of delivery will be classroom or any other mode of delivery that meets the needs of the learner, ensuring learner has access to appropriate resources. It is strongly advised that learning and development of subject content and associated skills be referenced to real vocational situations in an office environment.</p>	
Arrangements for learners with special assessment requirements	
<p>Arrangements for learners with special assessment requirements may need to be adapted to meet;</p> <ul style="list-style-type: none"> • language requirements • cultural or religious requirements • physical disabilities • particular learning needs. 	
Trainer qualifications	
<p>Training of learners will be by qualified Licensed Vocational Trainers who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Trainer (proposed). Licensed Vocational Trainers should be qualified and have recent experience of work in office environments. The trainer will comply with all licensing and accreditation requirements for an ACTVET Licensed Trainer.</p>	
Training methods	
<p>Licensed Vocational Trainers must use appropriate methods of training for classroom environment that reflects the vocational requirements of a workplace setting. Learning must be paced to meet the learner’s needs, preferred style of learning and is taught at a level where all learners comprehend the concepts trained.</p>	
Assessment	
<p>Assessment will be in classroom environment conducted by Assessors who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Assessor. Assessment methodology will be selected to utilise the most appropriate methods of assessment for the knowledge or skill involved and will be tailored to meet the requirements of the Unit Standards. Assessors must take into consideration any special assessment arrangements for learners to ensure learners are not disadvantaged in the assessment process.</p>	<p>Assessors must have:</p> <ul style="list-style-type: none"> • licensed Vocational Assessor qualifications or similar • applied industrial experience • assessment practices that meet QFEmirates National Standards of assessment • regular professional development practices.

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

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

Risk in assessment

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

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

Appeals procedure

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

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

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Level 4 Component Award in Supporting employee services Qualification code: SAFC05040112 Unit: 1 Unit title: Develop and provide employment management services to staff Unit code: FC050401012 Human Resources		
Level: 4	Credit Value: 3	Notional learning hours: 45 hours
Unit Information		
Unit description of content		
This unit deals with developing strategies for retention of staff, providing training solutions for staff, and developing strategies for ongoing management of staff		
Information for learning and achievement		
<p>This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.</p>		
Assessment strategy		
<p>Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.</p> <p>This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. ‘Competent’ recognises all unit criteria have been achieved. ‘Not yet competent’ means all criteria have been attempted but yet to be achieved, ‘insufficient evidence’ means not all criteria have been attempted.</p> <p>This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.</p> <p>Assessment can include role play, scenario setting, drama, presentations, written material, notes, checklists, lists, statements, comparative charts, diagrammes, evidence of written reports summarising results of candidate skills assessment, selection outcomes, observation of client screening and interview techniques, direct questioning, combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate, oral or written questioning, review of authenticated documents from the workplace or training environment, review of testimony from team members, colleagues, supervisors, managers, clients or candidates.</p>		
Recording and storing of learner achievement		
<p>Keep evidence of learner’s work in the centre for up to one year.</p> <p>Maintain learning logs and evidence of professional development.</p> <p>Maintain learner portfolios of work as evidence of achieving learning outcomes.</p>		

Abu Dhabi Centre for Technical and Vocational Education and Training
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Unit: 1
 Unit title: Develop and provide employment management services to staff
 Unit code: FC050401012
 Human Resources

Level: 4	Credit Value: 3	Notional learning hours: 45 hours
Assessment criteria: Knowledge, skills and application (KSA)		
Learning outcomes		
Learning outcome 1: Be able to develop strategies for the retention of staff		
Performance criteria: 1.1. Current staff information is interpreted. 1.2. Staff requirements are identified. 1.3. A range of strategies are identified to meet staff requirements. 1.4. Products and services for staff are described. 1.5. Methods affecting staff retention are explained.		
Learning outcome 2: Understand how to provide training solutions to staff		
Performance criteria: 2.1. Staff common/general training needs, including OHS are explained. 2.2. Training programmes that address staff training need are described. 2.3. General advice provided to staff on training options available is explained. 2.4. Internal training strategies are explained on how to meet staff requirements in accordance with organisational policies. 2.5. Implementation on training plan is reviewed by HR manager to ensure needs are met.		
Learning outcome 3: Understand how to develop strategies for the ongoing management of staff		
Performance criteria: 3.1. Monitoring strategies are described to determine issues with staff. 3.2. Post recruitment support is explained to staff. 3.3. Strategies are developed to evaluate and assess the effectiveness of the employment management provision. 3.4. Recommendations are outlined to improve management provision. 3.5. Management services are described, modified and/or expanded with recommendations.		
Evidence guideline		
<ul style="list-style-type: none"> ▪ Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations. ▪ Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements. ▪ Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier. ▪ Learners should demonstrate no less than 80% of the requirements for the summative assessment. ▪ Re submissions are permissible. 		

Evidence requirements

1. Learners develop strategies for the retention of staff and evidence with a report on current staff information, staff requirements, strategies, products and services for staff, and methods affecting staff retention.
2. Learners provide training solutions to staff and evidence with a report on training needs, suitable training programmes, training strategies, and recommendations for a training plan.
3. Learners develop strategies for the ongoing management of staff and evidence with a report on post recruitment support, needs of staff, evaluation of effectiveness of employment management provision and management services, and recommendations for improvement.,
4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
 Human Resources
 Qualification title: Level 4 Component Award in Supporting employee services
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Unit: 1
 Unit title: Develop and provide employment management services to staff
 Unit code: FC050401012
 Human Resources

Mapping of CoreLife Skills

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

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
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Qualification code: SAFC05040112

Unit: 2
Unit title: Recruit and induct staff in the UAE
Unit code: FC050401212
Human Resources

Level: 4	Credit value: 4	Notional learning hours: 60 hours
Unit Information		
Unit description of content		
This unit deals with the recruitment process and induction of staff in the UAE: complete background checks on staff, identify recruitment process paperwork in the UAE, and prepare a dress, code of conduct for recruited employees.		
Information for learning and achievement		
This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.		
Assessment strategy		
<p>Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.</p> <p>This qualification is examined in two ways: assessment of underpinning knowledge and performance.</p> <p>Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. ‘Competent’ recognises all unit criteria have been achieved. ‘Not yet competent’ means all criteria have been attempted but yet to be achieved, ‘insufficient evidence’ means not all criteria have been attempted.</p> <p>This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.</p> <p>Assessment can include evidence of written reports summarising results of candidate skills assessment, selection outcomes, observation of client screening and interview techniques, direct questioning, combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate, oral or written questioning, review of authenticated documents from the workplace or training environment, review of testimony from team members, colleagues, supervisors, managers, clients or candidates.</p>		
Recording and storing of learner achievement		
<p>Keep evidence of learner’s work in the centre for up to one year.</p> <p>Maintain learning logs and evidence of professional development.</p> <p>Maintain learner portfolios of work as evidence of achieving learning outcomes.</p>		

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Level 4 Component Award in Supporting employee services Qualification code: SAFC05040112 Unit: 2 Unit title: Recruit and induct staff in the UAE Unit code: FC050401212 Human Resources		
Level: 4	Credit value: 4	Notional learning hours: 60 hours
Assessment criteria: Knowledge, skills and application (KSA)		
Learning outcomes		
Learning outcome 1: Be able to complete background checks on staff		
Performance criteria: 1.1. Qualifications, their origin and attestation status are identified. 1.2. Previous employers are identified with staff member's approval and work performance references obtained. 1.3. Submitted papers and official documents identified for employment are completed.		
Learning outcome 2: Be able to identify recruitment process paperwork in the UAE		
Performance criteria: 2.1. Recruited staff are identified as external, internal or transferring staff. 2.2. No Objection Certificate or official government transfer documents are sought from previous employer. 2.3. Documentation for external, internal and transferring staff is obtained and is accurate and in full.		
Learning outcome 3: Be able to prepare a dress code and code of conduct for recruited employees		
Performance criteria: 3.1. Code of conduct is identified as a requirement for staff in the organisation. 3.2. Code of conduct is discussed with senior personnel and feedback sought. 3.3. Feedback is collected and adjustments made to code of conduct. 3.4. A dress code of conduct is produced for organizations in the UAE.		
Learning outcome 4: Be able to induct staff into an organisation in the UAE		
Performance criteria: 4.1. Elements of information about the organisation that staff should be aware of at the induction stage of employment in the UAE are identified. 4.2. A visual induction presentation is compiled incorporating organisation information. 4.3. A visual induction presentation is discussed with colleagues and feedback gained. 4.4. Feedback is collected and adjustments made to induction presentation. 4.5. Induction presentation is presented to new staff members .		
Evidence guideline		
<ul style="list-style-type: none"> ▪ Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations. ▪ Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements. ▪ Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier. ▪ Learners should demonstrate no less than 80% of the requirements for the summative assessment. ▪ Re submissions are permissible. 		

Evidence requirements

1. Learners complete background checks on staff and evidence with a report on qualifications, previous employment records and submitted documents.
2. Learners identify recruitment process paperwork in the UAE and evidence with a report on recruitment process paperwork for external, internal and transferring staff.
3. Learners prepare a dress code and a code of conduct for recruited employees and organisations in the UAE and evidence with a report on current codes, feedback from senior personnel, and recommendations for adjustment.
4. Learners induct staff into an organisation in the UAE and evidence with a report on information about the organisation, a presentation to colleagues, feedback from colleagues, and adjustments made.
5. Learners review own work and identify performance improvement strategies.

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 Human Resources
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Unit: 2
 Unit title: Recruit and induct staff in the UAE
 Unit code: FCO50401212
 Human Resources

Mapping of CoreLife Skills

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