Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 1 in Human Resources
Qualification code: PQFC05010112

Qualification structure

Qualification type: Principal Qualification	Discipline: F	Sector: C05	Level: 1	No in series: 01	Year of approval: 12
Credit value: 13 Credit hours		Certification requirement: 4 Units; 2 core 2 specialist			

Qualification aims

The aim of this qualification is to recognise the knowledge, skills and application required by learners to be able to function as Human Resources junior office clerical assistant in the workplace and to provide individuals with an opportunity to identify and know the skills and knowledge needed for a career in human resource administration, people management, human capital systems and services. The units encompass a narrow range of competencies applicable to the administration sector within any human resource environment.

Qualification units

Core units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC000100112	1	Understand basic communication skills	1	4
OF450100112	2	Understand active citizenship in the local community	1	3

Specialised units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC050100112	3	Prepare for working in a HR environment	1	3
FC050100212	4	Understanding principles of HR administrative support	1	3

Optional units

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

Prerequisites

Entry requirements	Requirements
Certificate 1 in Human Resources is open to candidates of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning. There should be equality of access for candidates and candidates must be enabled and supported to undertake this qualification. 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	- IELTS level 2.5 is preferred. - Level of knowledge or skill of office administration on entry is minimum. - IT skills would be an advantage. - No specific pre-entry qualification required. Credit transfer is available as published.

capabilities before entering learners as candidates for this qualification.	
Qualification pathways	
This qualification	Pathways
Certificate 1 in Human Resources	Certificate 2 in Human Resources Certificate 3 in Human Resources Certificate 4 in Human Resources Diploma in Human Resources
Copyright and ownership	**Modification history**
Copyright of units, Intellectual Property Rights and ownership of the qualification will be owned by ACTVET.	Release no: 1	Previous code:
	Comment:	New code:
National Occupational Skill Standards (NOSS)	Not available in the UAE UK used as substitute

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 1 in Human Resources Qualification code: PQFC05010112 Qualification overview	
This qualification is suitable for	People intending to work as first line clerical staff across a wide range of industries and types of organisations in the UAE. This qualification is aimed at candidates who work in first line level office administration or Human Resources and is for people that were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training. There is no age group restriction for learners.
Target market	The target market for this qualification is for unemployed school leavers with no experience of office or clerical work as first line employees with no previous qualifications.
Job activities/tasks	The core component of this qualification contains competencies in: Basic human resources duties, communication and citizenship information and documentation
Work context/conditions	This qualification is for any individual who is, or wishes to be, involved in the human resources administration function in any organisation or office in any sector, or field.
Example employers	Government organisations. Private sector employers.

Example jobs	Related occupations
Human Resource officer junior Office worker Administration assistant Clerk Office junior	Customer service staff
Professional association	International professional association such as Chartered Institute of Professional Development.

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 1 in Human Resources
Qualification code: PQFC05010112

Delivery and Assessment

Mode of delivery

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.

Arrangements for learners with special assessment requirements

Arrangements for learners with special assessment requirements may need to be adapted to meet;
- language requirements
- cultural or religious requirements
- physical disabilities
- particular learning needs.

Trainer qualifications

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.

Training methods

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.

Assessment

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.	Assessors must have: • licensed Vocational Assessor qualifications or similar • applied industrial experience • assessment practices that meet QFEmirates National Standards of assessment • regular professional development practices.

Assessment methods
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.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this qualification:

- 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
Observation of the candidate by the assessor (Role play scenarios included)	O
Examination of the evidence by the assessor:	
Examination of a product	EP
Examination of the witness/expert testimony	EWT
Examination of a case history	ECH
Examination of a personal statement	EPS
Examination of written answers to questions	EWQ
Questioning of the candidate or witness by the assessor:	
Questioning of the candidate	QC
Questioning of the witness	QW
Professional Discussion	PD
Realistic working environment	RWE
Simulation	S

Verifier	Vocational verifiers must have
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.	- 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:	
• 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.	• 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

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.

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.

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.

Learner evidence

Learners must demonstrate knowledge and skill achievement in a presented portfolio.

Integrated assessment

Opportunities for integrated assessment are possible between units 1 and 2, and 2, 3 and 4.

Risk in assessment
The learner's work environment needs proper management and risk management analyses. The following risks will be observed in the training, assessment and verification phases: • health and safety • stressing the learner • inauthentic evidence/collation/unjustifiable support to the learner • over-assessment • potential of unfairness to the learner • failing to meet assessment strategy of a qualification.

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

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 1 in Human Resources Qualification code: PQFC05010112 Unit: 1 Unit title: Understand basic communication skills Unit code: FC000100112 Business Administration			
Level: 1	Credit value: 4	Notional learning hours: 60 hours

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

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 1 in Human Resources Qualification code: PQFC05010112 Unit: 1 Unit title: Understand basic communication skills Unit code: FC000100112 Business Administration		
Level: 1	Credit value: 4	Notional learning hours: 60 hours

Assessment criteria: Knowledge, skills and application (KSA)
Learning outcomes
Learning outcome 1: Understand how to identify communication in the workplace
Performance criteria: 1.1. Sources of information are identified for communication purposes. 1.2. Types of communication are identified. 1.3. Lines of communication are identified.
Learning outcome 2: Understand how to use communication skills in the workplace
Performance criteria: 2.1. Listening skills are used. 2.2. Speaking skills are used. 2.3. Questioning skills are used.
Learning outcome 3: Be able to follow instructions in the workplace
Performance criteria: 3.1. Instructions are identified when given. 3.2. Instructions are followed as given. 3.3. Know who to inform when instructions are completed.
Evidence guideline
· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations. · Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements. · Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier. · Learners should demonstrate no less than 80% of the requirements for the summative assessment. · Re submissions are permissible.
Evidence requirements
1. Learners understand how to identify communications in the workplace and evidence with examples. 2. Learners understand how to use communication skills in the workplace and evidence with examples. 3. Learners follow instructions when given and evidence with examples. 4. Learners review own work and identify performance improvement strategies.

	Abu Dhabi Centre for Technical and Vocational Education and Training

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 1 in Human Resources
Qualification code: PQFC05010112

Unit: 1
Unit title: Understand basic communication skills
Unit code: FC000100112
Business Administration

Mapping of CoreLife Skills

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

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 1 in Human Resources
Qualification code: PQFC05010112
Unit: 2
Unit title: Understand active citizenship in the local community
Unit code: OF450100112
Citizenship

Level: 1	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit aims to enable learners to achieve the necessary knowledge and skills to become aware of the meaning of citizenship, acquire an understanding of the social diversity of citizens and the importance of participating in active citizenship within a local community.

Information for learning and achievement

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

Assessment strategy

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

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

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

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

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

Recording and storing of learner achievement

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

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 1 in Human Resources Qualification code: PQFC05010112 Unit: 2 Unit title: Understand active citizenship in the local community Unit code: OF450100112 Citizenship		
Level: 1	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge , skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand the importance of active participation in the local community

Performance criteria:

1.1 Participation and activities of own organisation interacting with citizens in the community are described.

1.2 Diversity of the population is listed for own local community.

1.3 The diversity in the organisation is identified and the way interactions occur is outlined.

1.4 Active community participation states how negative impacts of social diversity on the local community is overcome.

Learning outcome 2: Be able to demonstrate active participation in citizenship

Performance criteria:

2.1 The benefits of organisations and their activities within the community are explored and reported to its citizens.

2.2 Participation in community activities is explored.

2.3 Participation in the community is undertaken.

Evidence guideline

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

Evidence requirements

1. Learners understand the importance of active participation in the community and evidence with examples of possible activities, interactions and positive and negative impacts.
2. Learners describe specific activities undertaken and evidence with examples.
3. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 1 in Human Resources Qualification code: PQFC05010112 Unit: 2 Unit title: Understand active citizenship in the local community Unit code: OF450100112 Citizenship

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

Abu Dhabi Centre for Technical and Vocational Education and Training		
Human Resources		
Qualification title: Certificate 1 in Human Resources		
Qualification code: PQFC05010112		
Unit: 3		
Unit title: Prepare for working in an HR environment		
Unit Code: FC050100112		
Human Resources		
Level: 1	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit addresses knowledge and skills required by learners to work within a human resources environment at an entry level with minimal application to be able to acquire basic competencies in how to communicate effectively, accept responsibility for own work and its delivery, improve own performance and behave in a way that encourages effective working.

Information for learning and achievement

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

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.
This qualification is examined in two ways: assessment of underpinning knowledge and performance.
Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.
This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.
Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

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

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 1 in Human Resources
Qualification code: PQFC05010112
Unit: 3
Unit title: Prepare for working in an HR environment
Unit Code: FC050100112
Human Resources

Level: 1	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to contribute to communicating information

Performance criteria:

1.1. Information that other people are communicating is focused upon and any points of uncertainty are questioned.

1.2. Accurate and clear information to other people is provided in a way that meets their needs.

1.3. Contributions to discussions are made.

Learning outcome 2: Be able to account for own work

Performance criteria:

2.1. Instructions given with respect to work are accepted and followed.

2.2. Best use of time is made and the working methods to be used are agreed upon.

2.3. Problems are reported when they arise, using the support of other people when necessary.

2.4. Other people are kept informed of your progress.

2.5. Responsibility for own work is taken and responsibility for any mistakes make is accepted.

2.6. Agreed guidelines, procedures and codes of practice are followed.

Learning outcome 3: Be able to improve own performance

Performance criteria:

3.1. Feedback from other people is accepted.

3.2. Feedback to agree ways to improve own work is used and put into practice.

3.3. A learning plan that meets candidate's needs is followed through.

3.4. Learning plan progress is reviewed.

Learning outcome 4: Be able to behave in a way that supports effective work

Performance criteria:

4.1. Achievable standards for own work are set and commitment in achieving these standards is demonstrated.

4.2. Own needs and rights are understood.

4.3. A willingness to take on new challenges is demonstrated.

4.4. Ability to readily adapt to change is demonstrated.

4.5. Other people are treated with honesty, respect and consideration.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.

· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.

· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.

· Learners should demonstrate no less than 80% of the requirements for the summative assessment.

·   Re submissions are permissible.

Evidence requirements

1. Learners receive and provide information and contribute to discussions, and evidence with examples of communication, confirmation and questions.
2. Learners receive and follow up instructions, guidelines, procedures, and codes of practice; report on planning, working methods, progress and problems; and evidence with completed tasks.
3. Learners receive feedback on performance and evidence with examples of feedback and a learning plan.
4. Learners list standards for own work, respect and honesty in the workplace, needs and rights of self and others, and evidence with a reflection on behavior of self and others.
5. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 1 in Human Resources
Qualification code: PQFC05010112

Unit: 3
Unit title: Prepare for working in an HR environment
Unit Code: FC050100112
Human Resources

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communica-ting 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 communi-cation technology	Participating in social and civic life including ethical practice
Mapping of CoreLife Skills								
1	1.1							
	1.2		X		X		X	
	1.3		X					
2	2.1			X			X	
	2.2			X	X	X		
	2.3			X	X			
	2.4			X		X		
	2.5		X	X		X		X
	2.6		X	X	X			
3	3.1		X	X		X		
	3.2		X	X		X		
	3.3	X	X	X				
	3.4		X	X				
4	4.1		X	X	X	X		
	4.2		X	X		X		
	4.3			X		X		
	4.4			X		X		
	4.5		X	X				X

Abu Dhabi Centre for Technical and Vocational Education and Training		
Human Resources		
Qualification title: Certificate 1 in Human Resources		
Qualification code: PQFC05010112		
Unit: 4		
Unit title: Understand principles of human resources administrative support		
Unit code: FC050100212		
Human Resources		
Level: 1	Credit value: 3	Notional learning hours: 45 hours

Unit information

Unit description of content

This unit addresses the knowledge, skills and application needed to complete basic administrative tasks within a human resources environment, including using office equipment, handling mail, using telephone equipment, minimising waste, providing reception services and effectively greeting clients

Information for learning and achievement

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

Assessment strategy

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Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.
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Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

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

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources

Qualification title: Certificate 1 in Human Resources

Qualification code: PQFC05010112

Unit: 4

Unit title: Understand principles of human resources administrative support

Unit code: FC050100212

Human Resources

Level: 1	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge , skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to make and receive telephone calls

Performance criteria:

1.1 Describe the different features of telephone systems and how to use them.

1.2 Describe how to follow organisational procedures when making and receiving telephone calls.

1.3 Explain the purpose of giving a positive image of self and own organisation .

Learning outcome 2: Understand how to handle different types of mail

Performance criteria:

2.1 Explain the purpose of correctly receiving and sorting incoming and outgoing mail or packages.

2.2 Identify different internal and external mail services available to organisations.

2.3 Describe the methods of calculating postage charges for mail and courier charges for packages.

2.4 Explain how to use electronic mail.

2.5 Access and respond to existing electronic mail.

2.6 Create and send a new electronic mail.

Learning outcome 3: Understand how to use different types of office equipment

Performance criteria:

3.1 Identify different types of equipment and their uses.

3.2 Explain the purpose of following the manufacturer's instructions when using equipment.

3.3 Explain the purpose of keeping equipment clean, hygienic and ready for the next user.

Learning outcome 4: Understand how to keep waste to a minimum in a business environment

Performance criteria:

4.1 Explain why waste should be kept to a minimum within an HUMAN RESOURCES environment.

4.2 Identify the main causes of waste that may occur in a HR environment.

4.3 Identify ways of keeping waste to a minimum in an office environment.

Learning outcome 5: Understand the purpose of reception services and how to follow reception procedures

Performance criteria:

5.1 Describe the purpose of the receptionist's role as the first point of contact between the

public/client and an organization.
5.2 Explain how to present a positive image of self and the organisation and the purpose of doing so.
5.3 Explain how to carry out entry, departure access and confidentiality procedures in a reception area.

Evidence guideline

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

Evidence requirements

1. Learners list features of different telephone systems and tasks and procedures for making and receiving telephone calls, and evidence with examples.
2. Learners list different types of mail, identify different mail services, and evidence with examples.
3. Learners list different types of office equipment, explain the purpose of manufacturer's instructions and the purpose of keeping equipment clean, hygienic, and ready for the next user, and evidence with examples.
4. Learners describe the purpose and procedures of minimizing waste and evidence with examples.
5. Learners describe the purpose and procedure of reception services and evidence with examples.
6. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 1 in Human Resources Qualification code: PQFC05010112 Unit: 4 Unit title: Understand principles of human resources administrative support Unit code: FC050100212 Human Resources

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