Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 3 in Human Resources
Qualification code: PQFC05030112
Qualification profile

Qualification type: Principal Qualification	Discipline: F	Sector: C05	Level: 3	No in series: 01	Year of approval: 12
Credit value: 26 Credit hours		Certification requirement: 8 Units; 3 Core, 5 Specialised			

Qualification aims

The aim of this qualification is to recognise the knowledge, skills and application required by learners to
Participate in a human resources team, process and provide human resource information, participate in the development of adult learning and facilitate learning in the workplace. Be able to function as Human Resources office clerical worker in the workplace and to provide individuals with an opportunity to identify and understand 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:
FC000300612	1	Contribute to health and safety for the office environment	3	3
FC000300712	2	Communicate information in the office environment	3	4
OF450300412	3	Understand social development of world citizenship	3	3

Specialised units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC050300612	4	Participate in a human resource team	3	3
FC050300712	5	Process human resource information	3	4
FC050300812	6	Provide human resource information	3	3
OF450300512	7	Participate in the development of adult learning	3	3
OF450300612	8	Collaborate in facilitating learning in the workplace	3	3

Optional units

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

Prerequisites	
Entry requirements	Requirements
Certificate 3 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 capabilities before entering learners as candidates for this qualification.	• IELTS level 3.5 is preferred • Level of knowledge or skill of office administration on entry is minimum • IT skills would be an advantage • Pre-entry requirement of Certificate 2 level Credit transfer is available as published.
Qualification pathways	
This qualification	Pathways
Certificate 3 in Human Resources	Certificate 4 in Human Resources Diploma in Human Resources
Copyright and ownership	Modification history

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 3 in Human Resources Qualification code: PQFC05030112 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 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: Health and safety, word processing, communication information, participating in, processing of, human resources information, working as part of a team and collaborating in the learning and development in the workplace.	
Work context/conditions	This qualification is for any individual who is, or wishes to be, involved in the 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 Office worker Administration assistant Clerk Office junior		Retail worker 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 3 in Human Resources Qualification code: PQFC05030112 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.

<table>
<tr><td colspan="2">Verification method
Assessment and verification process will conform to the following:</td></tr>
<tr><td>• 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.</td><td>• 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.</td></tr>
<tr><td colspan="2">Assessing and grading</td></tr>
<tr><td colspan="2">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.</td></tr>
<tr><td colspan="2">Learner evidence</td></tr>
<tr><td colspan="2">Learners must demonstrate knowledge and skill achievement in a presented portfolio.</td></tr>
<tr><td colspan="2">Integrated assessment</td></tr>
<tr><td colspan="2">Opportunities for integrated assessment are possible between units 2, 4, 5, 6, 7 and 8</td></tr>
</table>

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 3 in Human Resources		
Qualification code: PQFC05030112		
Unit: 1		
Unit title: Contribute to health and safety in the office environment		
Unit code: FC000300612		
Business Administration		
Level: 3	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit deals with health and safety in the workplace. This unit considers the contribution a learner will make to health and safety in the workplace, identification of evacuation routes out of a building, how emergency situations can be reported and to whom within the office environment, and how emergencies are reported for risks and near risks that may occur in an office environment.

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 learner's 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 3 in Human Resources Qualification code: PQFC05030112 Unit: 1 Unit title: Contribute to health and safety in the office environment Unit code: FC000300612 Business Administration		
Level: 3	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)
Learning outcomes
Learning outcome 1: Be able to recognise a safe office environments
Performance criteria: 1.1. Requirements are identified for a safe office environment. 1.2. Risks in the office environment are identified. 1.3. Hazards are identified in the office environment. 1.4. Good practice is identified to ensure safe office environment. 1.5. Own learning is reviewed on how to recognise a safe office environment.
Learning outcome 2: Understand how to act in the event of an emergency in the office
Performance criteria: 2.1. Emergency services are identified. 2.2. How to contact emergency services is explained. 2.3. Emergency equipment is identified in the office environment. 2.4. How to evacuate a building is described in the event of an emergency. 2.5. Own learning is reviewed on how to act in the event of an emergency in the office.
Learning outcome 3: Understand how to report an emergency, near risk or risk
Performance criteria: 3.1. Risk in the office environment is identified. 3.2. Near accidents are identified in the office environment. 3.3. Importance of reporting a risk for an office environment is explained. 3.4. Who to report to for accidents, incidents hazard and breaches of safety standards is identified. 3.5. Reporting of an emergency is described for an office environment.
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 describe features of a safe office environment, list good practices and hazards, and evidence with a guideline for employees.
2. Learners list safety procedures, hazards, and first aid and evacuation requirements for a given situation within an office environment and evidence with a guideline for employees. Learners list safe work practices and evidence with a guideline for employees.
3. Learners list the emergency response procedures identified in the office environment, and evidence with a guideline for employees.
4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 3 in Human Resources
Qualification code: PQFC05030112
Unit: 1
Unit title: Contribute to health and safety in the office environment
Unit code: FC000300612
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		X		X
	1.2		X	X				X
	1.3		X	X				X
	1.4		X	X				
	1.5			X				
2	2.1		X				X	X
	2.2	X		X			X	X
	2.3		X					X
	2.4		X					X
	2.5			X				
3	3.1		X					X
	3.2		X		X			X
	3.3		X		X			X
	3.4		X		X			X
	3.5	X	X					X

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 3 in Human Resources
Qualification code: PQFC05030112
Unit: 2
Unit title: Communicate information in the office environment
Unit code: FC000300712
Business Administration

Level: 3	Credit value: 4	Notional learning hours: 60

Unit Information

Unit description of content

This unit is about communication in the office environment, how to gather information for a given task, complete formatted documentation, and maintain confidentiality of documentation. This unit considers communicating effectively with others in the office environment, receive instructions, clarify instructions and communicate with others that information. This unit considers using telecommunications in the office environment to acknowledge incoming communication and how to give the appropriate greeting. It looks at receiving and passing on information accurately to others and identifies who to report to when the required personnel is not available.

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 learner's 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 3 in Human Resources
Qualification code: PQFC05030112

Unit: 2
Unit title: Communicate information in the office environment
Unit code: FC000300712
Business Administration

Level: 3	Credit value: 4	Notional learning hours: 60

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to provide information in the office environment

Performance criteria:

1.1. How to gather correct and current information is described for each task in a given situation.

1.2. The need to clearly and legibly write on standardised office documents is identified as essential for others to understand the information.

1.3. Persons authorised to receive different types of information are identified.

1.4. Maintaining confidentiality of information is explained.

1.5. Limits of personal responsibility and authority are reviewed.

Learning outcome 2: Understand how to communicate information to others effectively in the office environment

Performance criteria:

2.1. Communicating information is described and gathered accurately and concisely.

2.2. Understanding of instructions given is explained.

2.3. The act of communicating promptly is explained.

2.4. Communicating information to others is explained.

Learning outcome 3: Understand how to communicate using telecommunications in the office environment

Performance criteria:

3.1. Telecommunication equipment use is identified in the office environment.

3.2. Acknowledging incoming communication using appropriate greeting is described.

3.3. Receiving and passing information from / to others accurately is explained.

3.4. Confirming others understanding of information received is explored.

3.5. Persons to report to, if recipient is not available to receive information, are identified.

3.6. How to locate equipment in an alternative location is explained.

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 provide information in the office environment and evidence with a logbook of information gathered and provided.
2. Learners communicate effectively to others in the office environment and evidence with a logbook and feedback report.
3. Learners understand how to communicate using telecommunications in the office environment and evidence with a list of options and their usage in communication.
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 3 in Human Resources
Qualification code: PQFC05030112

Unit: 2
Unit title: Communicate information in the office environment
Unit code: FC000300712
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					
	1.2		x					
	1.3	x	x		x			
	1.4		x					
	1.5		x	x				
2	2.1	x	x					
	2.2		x					
	2.3		x	x				
	2.4		x		x			
3	3.1		x				x	
	3.2		x				x	
	3.3		x		x		x	
	3.4		x					
	3.5	x	x	x	x			
	3.6	x	x	x	x	x	x	

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 3 in Human Resources
Qualification code: PQFC05030112

Unit: 3
Unit title: Understand social development of world citizenship
Unit code: OF450300412
Citizenship

Level: 3	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, skills and abilities to appreciate global citizenship; the complexities of the interconnected world and the role of the UAE in global issues; understand how government functions and their impact on citizenship participation; and be able to demonstrate active participation to effect positive change.

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.

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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 learner's 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 3 in Human Resources
Qualification code: PQFC05030112

Unit: 3
Unit title: Understand social development of world citizenship
Unit code: OF450300412
Citizenship

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

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to explore national politics, power and participation

Performance criteria:

1.1. Role and effectiveness of elected representatives to represent individuals are identified.

1.2. Elected representatives accountability to members of the public is explained.

1.3. Citizens lack of involvement in communities are discussed.

1.4. Federal National Council's effectiveness to hold government to account is determined.

Learning outcome 2: Understand challenges facing the global community

Performance criteria:

2.1. Global challenges are discussed.

2.2. Ways the UAE takes a role in global challenges are discussed.

2.3. Impact of global challenges on communities is explored.

Learning outcome 3: Understand how to take action on a specific global issue to influence others

Performance criteria:

3.1. A specific global issue on sustainability is explained.

3.2. Personal action that can influence others regarding sustainability is demonstrated.

3.3. Own skills used in action to influence others on sustainability is assessed, evaluated and improvement planned.

Learning outcome 4: Understand Federal National Council's systems

Performance criteria:

4.1. The operation of Federal National Council is described.

4.2. Decisions made about public money and expenditure are explained.

4.3. A law-making process is explained.

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 explore national politics, power and participation and evidence with a report on exploration strategies and sources of information
2. Learners understand challenges facing the global community and evidence with a report on global challenges and the role of and impact on the UAE.
3. Learners understand how to take action on a specific global issue to influence others and evidence with an action report.
4. Learners understand the Federal National Council and evidence with a report.
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 3 in Human Resources
Qualification code: PQFC05030112

Unit: 3
Unit title: Understand social development of world citizenship
Unit code: OF450300412
Citizenship

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
Mapping of CoreLife Skills								
1	1.1	X	X	X	X			X
	1.2	X	X	X	X			X
	1.3	X	X	X	X			X
	1.4	X	X	X	X	X		X
2	2.1		X	X	X			X
	2.2	X	X	X	X	X		X
	2.3	X	X	X	X	X		X
3	3.1	X	X	X				X
	3.2		X	X	X			X
	3.3		X	X	X	X		X
4	4.1	X	X					X
	4.2	X	X					X
	4.3	X	X					X

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 3 in Human Resources Qualification code: PQFC05030112 Unit: 4 Unit title: Participate in a human resource team Unit code: FC050300612 Human Resources		
Level: 3	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, skills and abilities to participate as an active and effective member of a human resource team including team planning, demonstrating cooperation and commitment to human resource team objectives.

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 are 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 learner's 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 3 in Human Resources Qualification code: PQFC05030112 Unit: 4 Unit title: Participate in a human resource team Unit code: FC050300612 Human Resources		
Level: 3	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skill and application (KSA)

Learning outcomes

Learning outcome 1: Be able to contribute to human resource team planning

Performance criteria:
1.1. Team planning, participation and team goals are identified.
1.2. Own work schedule, activities and resources required to achieve personal and HR team objectives are planned.
1.3. Participation in opportunities for team performance improvement is identified and communicated.

Learning outcome 2: Be able to demonstrate co-operation and commitment to team members

Performance criteria:
2.1. Team members are supported to consider potential issues that may affect team performance.
2.2. Communication among team members is maintained to ensure cooperation and commitment.
2.3. Team members are supported and assistance to team members is provided.
2.4. Conflict is resolved by team members working together and positive outcomes are created.

Learning outcome 3: Be able to support team members

Performance criteria:
3.1. Positive responses are applied to individual differences to contribute to an effective working environment.
3.2. Model behaviours consistent with organisational code of conduct and ethical guidelines are demonstrated to show commitment and support.
3.3. Feedback is provided to line managers about progress of own targets.

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 contribute to human resources team planning and evidence with a report on own work plan, team goals, team participation and team performance.
2. Learners demonstrate cooperation and commitment to team members and evidence with a report on team commitment, cooperation, conflict and conflict resolution.
3. Learners support team members and evidence with a report on an effective working environment, code of conduct and ethical guidelines, and behavior of self and team members.
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 3 in Human Resources
Qualification code: PQFC05030112

Unit: 4
Unit title: Participate in a human resource team
Unit code: FC050300612
Human Resources

Mapping of Core Life 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			
	1.3				x			
2	2.1		x		x			
	2.2		x	x	x	x		
	2.3		x		x			
	2.4		x		x	x		
3	3.1		x		x	x		
	3.2		x		x			x
	3.3	x	x	x				

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 3 in Human Resources
Qualification code: PQFC05030112
Unit: 5
Unit title: Process human resource information
Unit code: FC050300712
Human Resources

Level: 3	Credit value: 4	Notional learning hours: 60 hours

Unit Information

Unit description of content

This unit addresses the skills, knowledge and basic application required to process documents including receiving and retrieving of information to implement actions to support a range of people management and human capital services

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 learner's 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 3 in Human Resources Qualification code: PQFC05030112 Unit: 5 Unit title: Process human resource information Unit code: FC050300712 Human Resources		
Level: 3	Credit value: 4	Notional learning hours: 60 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to receive people management and human capital information

Performance criteria:

1.1. Information that is received from various sources is prepared for processing.
1.2. Privacy and confidentiality concerns that apply to the types of information being processed are identified.
1.3. Information is checked for accuracy and required action taken to ensure information is appropriate for intended use or application.

Learning outcome 2: Be able to record people management human capital information

Performance criteria:

2.1. Information required is identified for accessing appropriate information systems.
2.2. Data in accordance with policies and procedures is maintained.
2.3. Actions resulting from entry of data into the people management and human capital system are identified.

Learning outcome 3: Be able to implement actions arising from information processing

Performance criteria:

3.1. Information is provided to employees responsible for follow up actions.
3.2. Actions as advised by relevant employees are provided.
3.3. Final outcomes to relevant parties in accordance with organisational policies and procedures are communicated.

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 people management and human capital information and evidence with a report on information received and processed.
2. Learners record people management and human capital information and evidence with a report on data received and recorded.
3. Learners implement actions arising from information processing and evidence with a report on actions taken and resulting outcomes.
4. Learners review own work and identify performance improvement strategies.

		Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 3 in Human Resources Qualification code: PQFC05030112 Unit: 5 Unit title: Process human resource information Unit code: FC050300712 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						
	1.2	x						
	1.3	x						
2	2.1		x		x			
	2.2				x			
	2.3		x		x			
3	3.1				x			
	3.2				x			
	3.3		x	x	x	x		x

Abu Dhabi Centre for Technical and Vocational Education and Training		
Human Resources		
Qualification title: Certificate 3 in Human Resources		
Qualification code: PQFC05030112		
Unit: 6		
Unit title: Provide human resources information		
Unit code: FC050300812		
Human Resources		
Level: 3	Credit value: 3	Notional learning hours: 45

Unit Information

Unit description of content

This unit considers the skills, knowledge and basic application required to provide information about people with particular focus on human capital services including clarifying information required by internal and external departments and retrieving people human capital information

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 learner's 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 3 in Human Resources Qualification code: PQFC05030112 Unit: 6 Unit title: Provide human resources information Unit code: FC050300812 Human Resources		
Level: 3	Credit value: 3	Notional learning hours: 45

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand requests for human capital information

Performance criteria:

1.1. Key requests are identified, clarified and kept confidential where instructed.

1.2. Information requests and timelines are clarified to confirm need, nature and intended use of information.

1.3. Processes and timelines are confirmed to manage the expectations of the requester.

Learning outcome 2: Be able to assess human capital information

Performance criteria:

2.1. Existing systems to retrieve required information are used effectively.

2.2. Information accuracy, reliability and relevance are reviewed for its intended use.

Learning outcome 3: Be able to provide requested human capital information

Performance criteria:

3.1. Information provided in accordance with relevant policies, procedures is kept track of in appropriate formats.

3.2. Information is presented in an appropriate manner.

3.3. Information is confirmed as suitable in response to initial request.

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 requests for human capital information and evidence with a report on information requests and clarification and confirmation of the requests and follow up actions.

2. Learners assess human capital information and evidence with a report on intended information use, retrieval and accuracy, reliability and relevance.

3. Learners provide requested human capital information and evidence with a report on the provision, presentation and suitability of the information.

4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training Human Resources Qualification title: Certificate 3 in Human Resources Qualification code: PQFC05030112 Unit: 6 Unit title: Provide human resources information Unit code: FC050300812 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	
	1.3	x	x				x	
2	2.1	x				x	x	
	2.2	x				x	x	
3	3.1	x					x	
	3.2	x					x	
	3.3	x	x				x	

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 3 in Human Resources
Qualification code: PQFC05030112

Unit: 7
Unit title: Participate in the development of learning
Unit code: OF450300512
Human Resources

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

Unit Information

Unit description of content

This unit deals with learners acquiring the necessary skills, knowledge and competencies to collaboratively participate in the development of adult learning together with supervisors and managers including identifying individual learning requirements, establishing the learning relationship, maintaining and developing the learning relationship and closing and evaluating the learning relationship.

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.

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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 learner's work in the centre for up to one year.
Maintain learning logs and evidence of professional development.
Maintain learner portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training
Human Resources
Qualification title: Certificate 3 in Human Resources
Qualification code: PQFC05030112

Unit: 7
Unit title: Participate in the development of learning
Unit code: OF450300512
Human Resources

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

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand how to identify individual learning requirements

Performance criteria:

1.1. Needs and goals for individual learning is identified with the learner and discuss with relevant persons.

1.2. Appropriate individual learning techniques and processes are identified and documented to support individual learning needs and goals.

1.3. Resources for *organizational support* are obtained where relevant and implemented.

Learning outcome 2: Understand how to establish the learning relationship

Performance criteria:

2.1. Individual's learning style, learner characteristics and abilities, and context for learning are discussed with supervisor.

2.2. Technique or processes to facilitate individual learning are selected with the individual learner and discussed.

2.3. Learning relationship boundaries and expectations are clarified, agreed and documented

2.4. Support and resources are clarified in consultation with supervisor.

Learning outcome 3: Understand how to maintain and develop the learning relationship

Performance criteria:

3.1. Learner needs and agreed learning plan are prepared in advance.

3.2. Learning relationships are developed and sustained using active participation, open effective communication and interpersonal skills.

3.3. Structured learning activities are developed to support and reinforce new learning, building on strength to identify areas for further development.

3.4. Learner cues are observed and changes in approach reflect learning styles.

Learning outcome 4: Be able to develop ability to use appropriate tools for closure and evaluation of the learning relationship

Performance criteria:

4.1. Tools and signals developed with supervisor are used to determine readiness for closure of individual learning relationship.

4.2. Closure using appropriate interpersonal and communication skills is documented.

4.3. Feedback is sought from the supervisor and accepted on the outcomes achieved and the value of the learning relationship.

4.4. Learning relationship outcomes are documented.

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 individual learning arrangements and evidence with a report on individual needs, learning style, ability, and goals.
2. Learners establish the learning relationship and evidence with a report on techniques and processes to facilitate individual learning.
3. Learners maintain and develop the learning relationship and evidence with a learning and monitoring plan.
4. Learners develop ability to use appropriate tools for closure and evaluation of the learning relationship and evidence with a report on tools, techniques and interpersonal and communication skills to close and evaluate the learning relationship and its outcomes.
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 3 in Human Resources
Qualification code: PQFC05030112

Unit: 7
Unit title: Participate in the development of learning
Unit code: OF450300512
Human Resources

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
				Mapping of CoreLife Skills				
1	1.1		X	X	X	X		
	1.2		X	X	X	X		
	1.3	X	X	X	X	X		
2	2.1		X	X	X	X		
	2.2		X	X	X	X		
	2.3		X	X	X	X		
	2.4		X	X	X	X		
3	3.1		X	X	X	X		
	3.2		X	X	X	X		
	3.3	X	X	X	X	X		
	3.4		X	X	X	X		
4	4.1		X	X	X	X	X	
	4.2		X	X	X			
	4.3	X	X	X	X			
	4.4	X	X	X				

Abu Dhabi Centre for Technical and Vocational Education and Training		
Human Resources Qualification title: Certificate 3 in Human Resources Qualification code: PQFC05030112 Unit: 8 Unit title: Collaborate in facilitating learning in the workplace Unit code: OF450300612 Human Resources		
Level: 3	Credit value: 3	Notional learning hours: 45

Unit Information
Unit description of content
This unit describes the performance outcomes, skills and knowledge required to collaboratively participate in the facilitation of individual learning in a workplace including exploring the effectiveness of the learning environment, collaborating in a work-based learning pathway, contributing to the learning-facilitation relationship and undertaking collaborative supervised monitoring of the learning.
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 learner's 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 3 in Human Resources
Qualification code: PQFC05030112
Unit: 8
Unit title: Collaborate in facilitating learning in the workplace
Unit code: OF450300612
Human Resources

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

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understand and explore effective work environment for learning

Performance criteria:

1.1. Objectives and scope of work-based learning are identified and agreed.

1.2. Work practices and routines are identified to determine effectiveness in meeting the established learning objectives.

1.3. Organisational health and safety implications of using work as the basis for learning are identified and addressed.

Learning outcome 2 : Be able to collaborate in a work-based learning pathway

Performance criteria:

2.1. Requirements and responsibilities for learning at work are collaboratively established.

2.2. Integration and monitoring of external learning activities are arranged with the work-based learning pathway.

2.3. Agreement from relevant personnel is obtained to implement the work-based learning pathway.

Learning outcome 3 : Be able to contribute to the learning-facilitation relationship

Performance criteria:

3.1. Context for learning and individual learning styles are identified.

3.2. Techniques or processes to learning are selected and discussed with learners.

3.3. Individualised learning plans are collaboratively developed, documented and discussed with learner.

Learning outcome 4: Be able to participate in work-based learning pathway

Performance criteria:

4.1. Work-based learning objectives are explained and the processes involved to learner agreed.

4.2. Learners are encouraged to take responsibility for learning and to self-reflect.

Learning outcome 5: Be able to monitor the learning relationship

Performance criteria:

5.1. Each session is prepared.

5.2. Learning activities are structured to support and reinforce new learning, build on strengths, and identify areas for further development.

5.3. Ethical behaviour is practiced at all times.

5.4. Information on the effectiveness of the learning/facilitation relationship through regular meetings between the parties is collaboratively collected for monitoring.

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 and explore effective work environments for learning and evidence with a report on objectives, scope and context and impact of work based learning.
2. Learners collaborate in a work-based learning pathway and evidence with a report on requirements and responsibilities related to work based learning.
3. Learners contribute to the learning facilitation relationship and evidence with an individual learning plan.
4. Learners participate in work based learning pathways and evidence with a report on work based learning objectives and responsibilities.
5. Learners monitor the learning relationship and evidence with a report on session, learning activities and effectiveness.
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 3 in Human Resources Qualification code: PQFC05030112 Unit: 8 Unit title: Collaborate in facilitating learning in the workplace Unit code: OF450300612 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	X		
	1.2		X	X	X	X		
	1.3		X	X	X	X		
2	2.1	X	X	X	X	X		
	2.2	X	X	X	X	X	X	
	2.3		X	X	X	X		
3	3.1		X	X	X	X		
	3.2	X	X	X	X	X	X	
	3.3	X	X	X	X	X		
4	4.1		X	X	X	X		
	4.2		X	X	X	X		
5	5.1	X		X				
	5.2	X	X	X	X	X	X	
	5.3			X				X
	5.4		X	X	X	X	X	