



# QUALIFI Level 2 Award in Professional Skills (APS2SFG2017)

Award Specification

August 2017

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# Qualifi Ltd Mission Statement

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- We value and practise equality of opportunity, transparency and tolerance
- We strive for excellence in all we do: locally regionally, nationally and internationally
- We work in partnership with business, the community and other educators
- We encourage and promote research innovation and creativity

## Student Commitment

This represents a clear statement of Qualifi Ltd and its partners' intentions to deliver agreed standards for a range of academic and administrative services. It spells out what is expected of you as a student and the contribution that can be made to gain the most benefit from your study time through our courses.

### You will get the best out of your study time with Qualifi if you are committed to:

- Preparing for classes and attending punctually
- Completing your work to the best of your ability and submitting it on time
- Not committing plagiarism
- Keeping up to date with course information through email or other channels
- Using the feedback, you are given to improve subsequent work
- Making appropriate use of teaching staff's time
- Taking responsibility for your personal development planning and skills development
- Treating staff, fellow learners and neighbours in the local community with respect at all times

### We aim to:

- Start and end all classes on time
- Give you one week's notice of changes to your classes
- Give you feedback on assessed work within 15 working days
- Give you clear, legible and informative feedback on your work
- Be available for timed appointments
- Treat you with respect at all times
- Support you in your preparation for the work place

## Supporting Diversity

Qualifi Ltd and its partners recognise and value individual difference and have a public duty to promote equality and remove discrimination in relation to race, gender, disability, religion or belief, sexual orientation and age.

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## Award Specification

### Award Aims

This award aims to provide learners with an understanding of the personal attributes, attitudes and behaviours expected by most UK employers of their staff, particularly those looking to progress within the organisation. It seeks to explore factors associated with becoming a successful employee that conducts themselves in a professional manner.

The award also challenges the learner to consider how other people, including employers, colleagues, and customers are likely to perceive them at work. This award is suitable for those joining a new employer, those already in work, and those working on a voluntary basis in a role requiring interaction with colleagues and customers that requires the volunteer to represent the organisation's brand in a positive and appropriate manner.

### Award Details

QUALIFI Level 2 Award in Professional Skills

Accredited Endorsed Level 2 award accredited by QUALIFI

QUALIFI is a UK Awarding Organisation regulated by OFQUAL

Award Reference	APS2SFG2017
Award Type	Endorsed Award with equivalence at RQF Level 2
QAN	n/a
Guided Learning Hours	30 hours
Level	2
Credit value	3
Assessment	Multiple choice examination (online)
Delivery	Video and text online with tutor support
Launched (review)	2017 (2020)

### Award Overview

This Level 2 award is designed to address an identified requirement within the UK employers for a short study programme focused on developing an understanding what employers require from new staff in terms of their professionalism and general approach to work. In a competitive marketplace it is important for employers to recruit staff with appropriate characteristics, and for new staff to understand what is expected of them.

Such an approach is mutually beneficial and in establishing a 'baseline' for productive and fulfilling work, with both parties enjoying greater levels of retention, job satisfaction and prospects for progression.

This unit is structured around developing an insight into what constitutes professionalism in the workplace. It builds on the definition of professionalism by considering the importance of communication, teamwork and initiative in the workplace, then considers punctuality and time-management, money, safety and the changing expectations of customers in recent years. It finally bring all these concepts together in a concluding section that considers the learner as a holistic or 'complete professional' and asks them to consider how employers, colleagues and customers are likely to perceive them at work.

## **Entry Requirements**

There are no prerequisites for this award. It is advised that learners have a minimum of Level 1 in English and Math's or equivalent (advisory minimum of Level 2 in English).

## **Award Structure**

This award is made up of 10 elements (chapters) one mandatory. Candidates must successfully complete the assessment for the unit via online multi-choice examination to achieve the award. The award can be gain as a free-standing unit qualification or as part of a wider programme of learning.

## **Chapters**

Chapter 1: Professionalism  
Chapter 2: Communication  
Chapter 3: Teamwork  
Chapter 4: Initiative  
Chapter 5: Organisation  
Chapter 6: Time  
Chapter 7: Money  
Chapter 8: Safety  
Chapter 9: Customers  
Chapter 10: You

## **Assessment Guidance**

This award is comprised of formative and summative assessments.

Formative testing - Formative testing consists of passing every module's test (multi-choice at end of module). Study and exam activity and achievement data will be recorded for every test.

Summative testing - Final exam comprising 10 questions from each module (6 modules in total). Total 60 questions. Total time allowed 90mins. Study and exam activity and achievement data recorded for every test.

Total data record at end comprises 7 exam records (6 module ones and an overall summative one) with learner record, study record, exam and achievement data.

Following assessments, result will be provided to the candidate, and certificates for those who are successful are generated and provided electronically.

## Age Range

This award is provided for delivery to learners aged 18+ yrs.

## Delivery Information

All learning, tutor support and examination activity is carried out online. There is no fee for additional examination entry, however unsuccessful candidates are encouraged to contact the course tutor for support and advice. Please contact delivery partner The Safer Food Group (East GB Ltd) 0800 612 6784 info@[thesaferfoodgroup.com](mailto:info@thesaferfoodgroup.com) for more information.

## Learning Outcomes and Assessment Criteria

Learning Outcomes	Assessment Criteria
1. Understand the basis of, and importance of good communication in the successful functioning of an organisation.	1.1 Understand what constitutes healthy, effective communication in the workplace. 1.2 Understand a range of verbal and non-verbal communication and the importance of both in effective communication. 1.3 Understand the circumstances from which workplace conflict can emerge, and a range of ways of dealing with disagreement or conflict.
2. Understand the importance of effective teamwork in achieving group goals in the workplace, and the need for individuals to identify, communicate and perform their role within a team.	2.1 Understand and identify a range of personality types. 2.2 Be aware of the concept of team dynamics and the complexity of working with a range of people. 2.3 Identify approaches to improving the effectiveness of a team in achieving its goals.
3. Understand the importance of, and what constitutes, appropriate standards of professional behavior in the workplace.	3.1 Understand how values, attitudes and beliefs influence your approach to work and you conduct in the workplace. 3.2 Understand the importance of reflecting your employer's brand at work.

	3.3 Understand the importance of appropriate personal standards in the workplace.
4. Understand the importance of a customer-focused approach to customer service, and what constitutes contemporary and good standards of customer service.	4.1 Understand what constitutes good, effective levels customer service. 4.1 Demonstrate an understanding of the customer needs and expectations. 4.4 Be familiar with a range skills and attributes considered appropriate for good customer service. 4.4 Be familiar with the fundamentals of selling, and be able to identify appropriate selling opportunities that help both the customer and the organisation.

## Programme Syllabus

### Chapter 1: Professionalism

#### In this chapter:

This chapter introduces the concept of professionalism, defining what constitutes appropriate standards of professional behaviour in the workplace. It considers the influence of personal values and beliefs that shape your attitude to work and your relationship with customers and colleagues, and considers the importance of demonstrating behaviours associated with your employer's brand.

#### Chapter Headings:

- Professionalism; what's in it for you?
- Values, attitudes and beliefs in the workplace
- Understanding your role and responsibilities
- Equality and diversity in the workplace
- Understanding and reflecting your employer's brand

#### Chapter Learning outcomes:

You should now understand and be able to demonstrate the following:

- Understand how your own values, attitudes and cultural beliefs influence your approach to work
- Identify behaviours likely to be considered appropriate or inappropriate in the workplace
- Understand the importance of appropriately representing and reflecting your employers brand at work and in dealing with customers

## Chapter 2: Communication

### In this chapter:

This chapter explores the concept of effective communication, considering the fundamental basis of human communication including verbal and non-verbal signals, and the importance of good communication in the successful functioning of an organisation.

### Chapter Headings:

- Communication basics (verbal and non-verbal)
- Active listening skills
- Communicating with your manager
- Communicating with colleagues and customers
- Conflict and resolution

### Chapter Learning outcomes:

- You should now understand and be able to demonstrate the following :
- Understand what constitutes healthy and effective communication in the workplace
- Understand a range of verbal and non-verbal communications and the importance of both in effective communication
- Understand what is likely to be acceptable and unacceptable language and behaviours in communicating with colleagues and customers
- Understand the circumstances from which workplace conflict can emerge, and a range of ways of dealing with disagreement or conflict in the workplace.

## Chapter 3: Teamwork

### In this chapter:

This chapter explores the concept of effective teamwork, considering the importance of effective teamwork in achieving group goals in the workplace, and the need for individuals to identify, communicate within, and perform their role within a team.

### Chapter Headings:

- Understanding personality types
- Team types and dynamics
- Finding your role in the team
- Getting more from meetings

### Chapter Learning outcomes:

You should now understand and be able to demonstrate the following:

- Identify and understand the likely teamwork characteristics of a range of personality types
- Be aware of the impact of team dynamics and the complexity of working with a range of people with different characteristics beliefs
- Identify approaches to improving the effectiveness of a team in achieving its goals



## Chapter 4: Initiative

### In this chapter:

This chapter explores the concept of initiative and responsibility, making the case for demonstrating initiative and exceeding others expectations in the workplace. It also considers personal motivation at work, and how to identify and perform selling opportunities at work that benefit both customer and the employer.

### Chapter Headings:

- Making the case for taking initiative and responsibility
- Understanding mindset and motivation
- Working on your own
- Meeting and exceeding expectations
- Identifying selling opportunities
- Introduction to selling skills

### Chapter Learning outcomes:

You should now understand and be able to demonstrate the following:

- Understand the personal and professional benefits of demonstrating initiative at work
- Identify circumstances where it is important or beneficial to show initiative, lead or take responsibility
- Understand the influence that your mindset has on your motivation and that of others at work
- Identify opportunities , and appropriate approaches, to selling to customers

## Chapter 5: Organisation

### In this chapter:

This chapter explores the concept of personal and workplace organisation, exploring how personal and professional effectiveness can be improved by better defining tasks and priorities, and offers a range of examples of how personal effectiveness in the workplace can be improved through better organisation.

### Chapter Headings:

- Personal organisation
- Workplace organisation
- Defining tasks and priorities
- Increasing personal productivity
- Importance of appropriate record keeping

### **Chapter Learning outcomes:**

You should now understand and be able to demonstrate the following:

- The importance of appropriately identifying priorities and understanding and designing tasks
- Understand approaches to improved personal organisation
- Understand approaches to improved work and team organisation and effectiveness

## **Chapter 6: Time**

### **In this chapter:**

This chapter explores the concept of time and time management, considering the importance of time-keeping in the workplace, and likely employer expectations on punctuality. Using a simple audit, the chapter also reflects on your own time management and briefly considers approaches to increasing your effectiveness in the work time available.

### **Chapter Headings:**

- Understanding time management
- Punctuality, attitude and employer expectations
- Analysing your own approach to time management
- Ideas for better time management and personal effectiveness

### **Chapter Learning outcomes:**

You should now understand and be able to demonstrate the following:

- Understand important definitions associated time management and personal effectiveness
- Understand likely employer expectations in terms of time-keeping and punctuality
- Be able to analyse your own use of time and personal effectiveness
- Identify a range of ways of improving your own time management and effectiveness

## **Chapter 7: Money**

### **In this chapter:**

This chapter explores the handling of money as a part of your job, considering employer's expectations and your conduct, plus your own safety and security. It also considers how best to limit the possibility of mistakes involving money or valuables.

### **Chapter Headings:**

- Employer expectations on money and integrity
- Understanding cash or valuable handling tasks
- Your personal safety and security
- Blame and responsibility

### **Chapter Learning outcomes:**

You should now understand and be able to demonstrate the following:

- Understand likely employer expectations on cash or valuables handling and integrity
- Understand the importance of following the approved cash and valuables handling processes
- Identify ways you can protect your own safety and security when handling money
- Understand the importance of an audit trail in protecting yourself from possible blame

## **Chapter 8: Safety**

### **In this chapter:**

This chapter briefly explores the subject of safety at work, considering basic Health & Safety in the workplace considerations, the legal rights you're entitled to in the UK, and ideas for staying safe that can safeguard you, colleagues and customers.

### **Chapter Headings:**

- Understanding Health & Safety at Work
- Responsibilities, priorities and the Law
- Colleague safety considerations
- Customers and safeguarding
- Ideas for limiting threats to safety at work

### **Chapter Learning outcomes:**

You should now understand and be able to demonstrate the following:

- Be familiar with key concepts associated with safe working and conduct in the workplace
- Understand basic legal obligations of employers and employees in the UK workplace
- Be aware of the safety implications of your actions on others including colleagues and customers
- Understand the importance of receiving appropriate training before undertaking a task or using equipment

## **Chapter 9: Customers**

### **In this chapter:**

This chapter explores your relationship with customers, making the case for putting the needs of the customer at the centre of your work activity. It considers the differences between customer's needs, wants and expectations, and how these have changed over time. It concludes with a guide to the factors that contribute to a good customer service experience.

### **Chapter Headings:**

- Putting the customer front and centre
- Customer needs, wants and expectations
- Defining good customer service
- Customer service characteristics

### **Chapter Learning outcomes:**

You should now understand and be able to demonstrate the following:

- Understand the need to support and assist the customer in every job role
- Awareness of what constitutes appropriate language and communication with the customer
- An appreciation of the differences between customer needs, wants and expectations
- Factors and characteristics that contribute to a good customer (service) experience

## **Chapter 10: You**

### **In this chapter:**

This final chapter builds on all the previous chapters by considering what constitutes the 'complete employee', i.e. how you approach work, and interact with colleagues and customers. It also considers the subject of self-reflection, learning from mistakes, and your future career.

### **Chapter Headings:**

- The 'complete employee'
- How you are perceived by others
- Attire and personal hygiene
- Critical self-reflection and learning from mistakes
- Your learning style and further study
- Your career and moving-on

### **Chapter Learning outcomes:**

You should now understand and be able to demonstrate the following:

- Identify factors that contribute to how customers, your manager and colleagues perceive you at work
- Be aware of the opportunities to learn and develop presented by critical self-reflection
- Consider where you are in your career and where you'd like to develop and get to

## Further professional development and training

Qualifi supports UK and international customers with training related to our qualifications. This support is available through a choice of training options offered through publications or through customised training at your centre.

The support we offer focuses on a range of issues including:

- planning for the delivery of a new programme
- planning for assessment and grading
- developing effective assignments
- building your team and teamwork skills
- developing student-centred learning and teaching approaches
- building in effective and efficient quality assurance systems.

You can request customised training through your registered centre in the first instance. If you need to contact Qualifi directly:

Our customer service number: +44 (0) 161 818 9904

or delivery partner

The Safer Food Group Tel **0800 612 6784** [info@thesaferfoodgroup.com](mailto:info@thesaferfoodgroup.com).