

# Employability Skills

Level 2

**EMPLOYMENT APPLICATION** Date: \_\_\_\_\_

**Personal Information**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Phone No. \_\_\_\_\_

Desired position: \_\_\_\_\_

Are you currently employed?  YES  NO

If so, who is your current employer? \_\_\_\_\_

Position held \_\_\_\_\_ Current salary \_\_\_\_\_

Employment history			Salary	Date
Name and address of employer	Position		From:	To:
			From:	To:
			From:	To:

## Introduction

This unit is about some of the key aspects of working life, and some of the qualities and attitudes required in the workplace.

## Aims

The unit aims to enable you to:

- Research information about work organisations and identify how they differ in their purpose and their customers or clients.
- Understand the personal qualities required for different types of organisations.
- Find and present information about employees' attitudes and qualities in a local work organisation.

## Content

This unit covers awareness of how businesses and work organisations function, customers' needs and the world of work.

The unit is divided into three sections:

**Section 1: Work organisations and their customers**

**Section 2: Personal qualities for the workplace**

**Section 3: Qualities and attitudes required in a local work organisation**

## Assessment

The learning materials that you are about to start contain activities for you to do, with answers, so that you can check your own progress. By completing these activities thoroughly you will prepare yourself for the tutor-marked assessments.

The assessment for this unit is:

- **Assessment 01:  
Business and customer awareness**

If you need any help or are in doubt regarding the assessment, please contact your tutor.

*Good luck in  
your studies!*



## Work organisations and their customers

In this section you will learn about:

- **Different types of work organisations and their customers or clients**

### Different types of work organisations and their customers or clients

Two important aspects of employability skills are being aware of how the workplace functions, and the needs of customers or clients. Employers view people in a very positive light if they are able to demonstrate this awareness. Explore this now in more detail.

#### Different purposes of work organisations

Work organisations have different purposes depending on whether they are in the public, private or voluntary sector. Use the next activity to find out what the difference is.

#### Activity 1

- a) In the left-hand column state which of the explanations refers to the public, private or voluntary sector.

	Organisations, charities and any enterprises that do not operate commercially. Some rely on charitable donations, whilst others are self-funded or funded privately.
	Organisations that are funded by the money that people pay in taxes. The money is allocated to these organisations by central or local government depending on the role of the organisation.
	All commercial organisations, whether large or small. For example, a self-employed person who is a sole trader or a multi-national company with thousands of employees.



**Activity 1** *continued*

- b) Using your local newspaper or library, the internet (see the websites at the end of this unit), local TV news or other appropriate sources of information, note one example of each type of workplace in your locality.

SAMPLE

Go to the back of this workbook to check your answer.

Work organisations can also be divided into different types according to their general purpose or aim:

- Organisations that manufacture a specific product.
- Organisations that produce raw materials from which products are made.
- Organisations that sell a range of finished products.
- Organisations that sell a service.
- Organisations that provide a service to the public that is paid for by central or local government through taxation.

The fact that different organisations have different aims means that the experience of working in them is likely to be different too.



## Activity 2

Give three examples of different work that each of the five types of organisation might carry out. (There are two given to start you off.)

Manufacturing a product:	Producing raw materials:	Selling a range of products:	Selling a service:	Providing a public service:
		<i>Newsagents</i>	<i>Lorry driving</i>	

You might have thought of the following:

- **Manufacturing a product:** making TVs, a bakery, building computers.
- **Producing raw materials:** mining, farming, making chemicals.
- **Selling a range of products:** newsagents, supermarkets, pharmacies.
- **Selling a service:** lorry driving, security guard, taxi driver.
- **Providing a public service:** armed forces, nursing, refuse collection.

You probably thought of other examples – a huge range of different jobs exist for people to do. Find out about the range of work organisations and jobs in your own locality by trying the next activity.



### Activity 3

Obtain a copy of your local newspaper. Look at the section that advertises job vacancies. Try to find examples of job vacancies in each of the different types of organisation that you explored in Activity 2. Note your findings in the space below.

SAMPLE

Your examples will depend to an extent on where you live. For example, job opportunities may be different in rural areas compared with urban areas. Also, different areas of the UK have different types of industry. Explore this further in the next activity.



**Activity 4**

- a) Using your local newspaper or library, the internet, local TV news or other appropriate sources of information, make notes in the space below about why types of work organisations are found in your locality for specific reasons, such as the presence of raw materials or access to good transport.

For example, there might be breweries because of the quality of the water or tourist organisations because the area attracts tourists. (See 'Further information' at the end of this unit for useful websites.)

- b) For each type of workplace, state its purpose or aim.

SAMPLE

In response to (a) your findings will depend on where you live; however, some work organisations may be in a particular locality for the following reasons:

- The presence of particular raw materials in the area – wood, water, minerals, stone, oil, gas.
- Good access to means of transportation of goods – motorways, railways, airports, sea ports.
- Availability of people with skills – car manufacturing, electronics.
- Availability of work space with lower costs – lower business rents.
- The natural geography of the area – on the coast, good farming land, tourist attraction.
- It is a centre of population – hospitals, organisations that provide a service to people, universities, local and national government departments, public transport organisations.

In response to (b) the purpose or aim of the organisation will vary; however, most workplaces are concerned with one of the five aims you explored in Activity 2.

Other work organisations are not restricted by any of the previous factors. Try the next activity to learn more.



### Activity 5

- a) Using appropriate sources of information as in the previous activity, find examples of work organisations in your locality that can be found everywhere.
- b) Note your examples in the space below and for each one state its purpose or aim.

Blank space for writing answers to Activity 5.

Compare your examples with those given at the back of the workbook.

You should now have a good idea of the types of work organisations that are found in your own locality and their purpose or aim.

**Key point** 

**Different workplaces have different purposes.**



## Different types of ownership of work organisations

Whether in the public, private or voluntary sectors, organisations can have different types of ownership depending on what the enterprise is designed to achieve.

Organisations can be:

- incorporated
- unincorporated
- not-for-profit
- charitable
- franchise.

### Incorporated organisations

Incorporation means creating a business that has a legal identity all of its own. The organisation can own or lease property, enter into contracts with other organisations and employ its own staff.

For example:

- **Limited liability organisations:** limited liability means that the business's finances are separate from those of the owners. Any debts are the responsibility of the organisation – not its company directors.
- **Limited liability partnerships (LLPs):** where two or more people share the ownership, risks, costs, responsibilities and profits.

### Unincorporated organisations

Being unincorporated means that the business has no legal identity and the risks and liabilities of the organisation belong to those who own it.

For example:

- **Sole traders:** the owner keeps records of income and expenses, makes an annual self-assessment tax return and keeps all profits.
- **Partnerships:** where two or more people share the ownership, risks, costs and responsibilities. Each person is registered self-employed and profits are shared, along with decision-making and any debts. Sometimes, partnerships have 'sleeping' partners who own a share of the organisation but are not involved in running it.



## LEVEL 2 AWARD AND CERTIFICATE IN EMPLOYABILITY SKILLS

# Unit 01 Assessment Business and customer awareness

After completing your assessment please return it to your tutor

### ADVICE TO ALL CANDIDATES

- Please complete your personal details and candidate statement below.
- Complete all questions in this assessment.
- Write your answers in the spaces provided. Add any additional work for any of the questions on plain paper and attach to this assessment.
- You do not need to return your completed activities in the unit – just this assessment.
- If you require any assistance or guidance please contact your tutor.

### PERSONAL DETAILS

Name \_\_\_\_\_

Contact address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone no. (evening) \_\_\_\_\_ (day) \_\_\_\_\_

Email (home) \_\_\_\_\_ (work) \_\_\_\_\_

### CANDIDATE STATEMENT

I certify that I have read Unit 01 and completed all sections in this assessment.

I confirm that this is my own work.

Signature \_\_\_\_\_ Date \_\_\_\_\_

For office use only

Candidate ref: \_\_\_\_\_

Assessor: \_\_\_\_\_

IV: \_\_\_\_\_

Passed

Date \_\_\_\_\_

Re-submit

Date \_\_\_\_\_

Tutor feedback:

Written

Telephone

Personal tutorial

**SAMPLE**

**Assessment 01: Business and customer awareness**

The reference in brackets at the end of each task refers to the learning outcome within the syllabus of this qualification and is for your tutor's use.

**1. Using information that you have collected, write a report about three different organisations in your locality, including one that is a national organisation. The three different types of organisation should be chosen from three of the following five options. (1.1.1/1.1.2/1.1.3)**

- Organisations that manufacture a specific product.
- Organisations that produce raw materials from which products are made.
- Organisations that sell a range of finished products.
- Organisations that sell a service.
- Organisations that provide a service to the public that is paid for by central or local government through taxation.

In the report you should describe each organisation, showing:

- i) What it does.
- ii) How it is owned.
- iii) The type of people it employs and the skills needed to work there.
- iv) The types of customers or clients it has.

You should attach to your report the information that you have collected and present your findings in a clear and appropriate way.

**Start your answer here and continue on the next two pages.**

2. a) Describe the type of qualities that employers expect from their employees. (1.2.1)

b) Give a reason why it is important for employers to have employees with the right qualities. (1.2.1)