Self Study Guide

EAL Level 2 Award
in
Employment Rights and Responsibilities for new Entrants into the Science, Engineering and Manufacturing Sectors (QCF)

5 Credits / 41 guided learning hours (GLH)

Qualification Code:
600/0290/6
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Introduction

ERR is a compulsory part of all Apprenticeship programmes to show that an Apprentice has had a full induction to the company and training programme. This is the bit of the apprenticeship that states what you can expect from your employer and what they can expect from you. It will also ensure that you will be aware of your rights and responsibilities when at work Apprentices may be of any age – it may be your first job or you may be experienced in your role or industry, but this does not affect your ability to cover the knowledge required. If you don’t really know much about the industry that you will be working in, the ERR unit can help to bring you up to speed quickly.

How should this book be used?

This is a self study workbook designed to help you understand and appreciate your roles and responsibilities when working in an engineering or manufacturing environment.

It is called a ‘self-study’ workbook as you set the pace at which you go through the material. A number of the topics will be covered in and around the time of your induction – others may not be covered until later in your apprentice programme.

This workbook contains a series of ‘knowledge checks’ at appropriate stages so that you can test yourself on the material that you have just covered. The answers to the knowledge check are at the back of this workbook – and will refer you to various sections in the material. It is in your interest to try to do the knowledge check questions without looking at the answers to see if you can recall the information!

This workbook covers the things that you need to know about:

- **Section 1 - Understanding their employment rights and responsibilities under the law**
  
  This covers much of the health and safety and legal aspects of working in an industrial environment.

- **Section 2 - Understanding employment documents and procedures**
  
  This section covers the contracts of employment, job descriptions, and the procedures to be followed in the event of sickness, grievances and bullying etc.

- **Section 3 - Understanding career pathways and qualifications**
  
  This section covers how you can move into other areas in the industry and how to gain the appropriate qualifications.

- **Section 4 - Understanding how the sector or occupation is seen from an external view point**
  
  This section covers the perceptions held by the public about engineering and manufacturing.

- **Section 5 - Understanding the role of representative bodies relevant to the industry.**
  
  This section covers who the various bodies that are relevant to the industry are and what they actually do.
Section 1
Understanding your employment rights and responsibilities under the law

Statutory rights and responsibilities
In this booklet we have covered aspects of legislation that affect you and your rights as an employee whilst at work.

The main areas of employment that are covered by the law are contracts of employment, working hours and holidays, time off when sick (and sick pay), health and safety, data protection, and anti-discrimination.

The Employment Rights Act 1996 (ERA) was passed originally by the Conservative government in 1996. It brought together a number of previous laws dating from the Contract of Employment Act 1963. It deals with rights that most employees are entitled to at work, including protection from unfair dismissal, reasonable notice before dismissal, time off rights for parenting, redundancy entitlement and more.

The Act has also been amended substantially since 1997, for instance to include the right to request flexible working time.

Contracts of employment
Employment contracts are legally binding on both the employer and employee and serve to protect both parties’ rights and make clear their responsibilities. Sometimes employees are issued with a “Statement of the main particulars of employment”. A contract of employment exists as soon as an employee starts work. Starting work is an acceptance of the terms and conditions offered by the employer. Both employer and employee are bound by the terms offered and accepted. Sometimes the contract is verbally agreed and not written down.

If you have been working for longer than one month, you should receive a ‘written statement of employment particulars’. Your employer has a duty to give you this within two months of you starting work. It still applies even if you will only be working for them for two months. The statement sets out in writing some of your main terms of employment in one single document, known as the ‘Principal Statement’. It will not necessarily cover all of your employment terms and may cover only the ones your employer has a legal duty to provide.

Employers are not required to issue a new written statement each time one or more of these particulars change. However, they are required to give employees written notification of any changes within one month of the change occurring.

When you are working you need to comply with the terms of your employment as laid out in the contract and terms issued to you in order to maintain mutual trust and confidence whereby you and your employer rely on each other to be honest and respectful. Terms often include such things as not quitting without giving proper notice or working for a competitor after leaving the organisation when your contract forbids it, would be breaches of your contract and terms.
Employees who believe they have been dismissed or otherwise treated unfairly have the right to take their case to an independent Employment Tribunal, providing certain conditions are met relating to how long they have been employed, and the procedures that have been followed by their employer.

A Contract of Employment must include:

- your name and your employer's name
- your job title or a brief job description
- the date when your employment began
- your pay rate and when you will be paid
- your hours of work
- your holiday entitlement
- where you will be working (if you are based in more than one place it should say this along with your employer’s address)
- relevant sick pay arrangements
- notice periods
- information about disciplinary and grievance procedures
- any collective agreements that affect your employment terms or conditions
- details of pensions and pension schemes

**Apprenticeship Training Agreements**

These are very similar to the contract of employment but they are specific to Apprentices. The agreement is generally signed by the Employer, the Employee and the Centre or Training Provider where the apprentice is to be trained. All three parties have responsibilities under the Apprenticeship Agreement. In general these are:

Employers will:

- provide the facilities, training and work place opportunities that enable apprentices to achieve their Apprenticeship Framework
- pay an agreed salary or hourly rate
- try to secure employment elsewhere for the apprentice if the employer is unable to complete supporting the apprenticeship
- have and operate a Health and Safety Policy and safe working procedures
- have and operate a suitable Equal Opportunities Policy and procedures

Apprentice will:

- work for the employer under the agreed terms and conditions of employment
- undertake agreed training to enable the apprentice to complete their apprenticeship
- behave in a responsible manner, comply with the health and safety requirements, arrive at work on time, and avoid absenteeism

Training Providers will:

- Agree with the Employer to provide the required training and assessment to achieve the Apprenticeship Framework in association with the Apprentice Training Plan
• Work with the Employer to enable them to provide the appropriate facilities, training and experience to allow the apprentice to follow the Apprentices Training Plan

**IMPORTANT NOTE: EAL IS AWAITING FURTHER DETAILED INFORMATION FROM NAS ON THE APPRENTICESHIP TRAINING AGREEMENTS – THESE HAVE TO BE FINALISED BY THE MINISTERS BEFORE RELEASE.**

**Activity:** Check if you have a contract of employment and or an Apprenticeship Training Agreement setting out the main particulars of your employment and training

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**Equality Act/Disability Discrimination Act**

From 1 October 2010, the Equality Act replaced most of the Disability Discrimination Act (DDA). However, the Disability Equality Duty in the DDA continues to apply.

**Equality Act 2010**

The Equality Act 2010 aims to protect disabled people by preventing disability discrimination. It provides legal rights for disabled people in the areas of:

- employment
- education
- access to goods, services and facilities including larger private clubs and land based transport services
- buying and renting land or property
- functions of public bodies, for example the issuing of licences.

The Equality Act also provides rights for people not to be directly discriminated against or harassed because they have an association with a disabled person. This can apply to a carer or parent of a disabled person. In addition, people must not be directly discriminated against or harassed because they are wrongly seen as being disabled.

More information about the Equality Act, and how to obtain copies of the Act, can be found on the Government Equalities Office website. See:  

In the Equality Act a person has a disability if:

- they have a physical or mental impairment
- the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities

Continued
For the purposes of the Act, these words have the following meanings:

- 'substantial' means more than minor or trivial
- 'long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions)
- 'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping

People who have had a disability in the past that meets this definition are also protected by the Act.

So, employers would have to make “reasonable adjustments to working practices and workplaces” to meet the requirements of their disabled employees. This could entail such things as the use of speech recognition software or changing the seating and desk arrangements to provide wheelchair access.

Employers must not:

- treat a disabled person less favourably because the person has a disability – doing so is known as 'direct discrimination'
- indirectly discriminate against a disabled person, unless there is a fair and balanced reason for this
- directly discriminate against, or harass a person because they are associated with a disabled person
- directly discriminate against or harass a person who is wrongly thought to be disabled
- victimise or single out anyone

The right not to be discriminated against on the grounds of gender, race, religion or disability is legally protected from the first day of employment and applies to the recruitment process as well as during the period of employment. These anti-discrimination provisions also protect employees who intend to make, or do make, complaints of discrimination from victimisation by their employer.

However, there are allowable exceptions. For instance, if a person has to take medication which could cause drowsiness – the person should not be allowed to operate machinery. There are also age limits relating to the operation of certain types of machinery.

**Working hours**

The Working Time Regulations: 1998 apply to all employers in the UK, regardless of sector or organisation size (except if you are working on ships or in the armed forces for example). They set rules about the amount of time that employees can work and the amount of rest time to which they are entitled. They are enforced by Employment Tribunals combined with inspections by the Health and Safety Executive. There are special provisions which limit the hours that Young Workers aged 16 to 17 can work.

**Young workers**

A young worker is someone under 18 but over school leaving age. Young workers may not normally work more than eight hours a day or 40 hours a week. The hours can’t be averaged-out for young workers by working more hours some weeks and less in others. There is no opt-out for young workers preventing them from avoiding the restrictions.
**Adult workers** cannot be forced to work more than 48 hours a week on average - this is normally averaged over 17 weeks. You can work more than 48 hours in one week, as long as the average over 17 weeks is less than 48 hours per week. This is called averaging out.

Your working week is not covered by the working time limits if you have a job:

- where you can choose freely how long you will work (e.g. a managing executive)
- in the armed forces, emergency services and police - in some circumstances
- as a domestic servant in private houses
- as a sea transport worker, a mobile worker in inland waterways or a lake transport worker on board sea going fishing vessels

There are specific rights and responsibilities that apply in the case of maternity, paternity and parental leave and time off to care for dependants.

**What counts as work?**

As well as carrying out your normal duties, a working week includes:

- job-related training
- job-related travelling time, for example, if you are a sales rep
- working lunches, for example business lunches
- time spent working abroad, if you work for a UK-based company
- paid and some unpaid overtime
- time spent on-call at the workplace

More details are available from:


**Holiday entitlements**

All workers have a right to at least 5.6 weeks paid annual leave, but you could receive more than that. Your employer can control some things about your holidays, including when you should take them and whether they include bank holidays in your entitlement.

More details from:


**Time off when sick and sickness pay**

Employees have a statutory right to a prescribed level of sick pay which all employers must comply with. This is called Statutory Sick Pay (SSP). Some employers go beyond this and pay additional entitlements if employees are unwell. There are rules as to who can claim Statutory Sick Pay that relate to how old the employee is, how much they earn and whether they have claimed or are claiming any other form of statutory benefit e.g. statutory maternity pay or incapacity benefit.

More details from:

Data protection

The company or staff handbook will detail to whom you report on matters to do with your personnel record, and the procedure to follow when reporting any changes in your circumstances. Under the data protection rules only certain people have access to this information.

The Data Protection Act 1999 applies to data held by an employer about an employee and covers both computerised and paper based systems. The Act covers the processing and storing of data, and covers the responsibilities of both the employer and employee.

The Act gives you the right to know what information is held about you and makes sure that personal information held by employers is:

- secure
- fairly and lawfully held
- accurate and up to date
- held for limited purposes
- not kept for longer than necessary

To find out what personal information of yours is held you should speak to your employer. They will have 40 calendar days to provide a copy of your information to you.
Health and safety

The Health and Safety at Work Act 1974 is the main legislation covering health and safety in the workplace. Under this Act, there will be specific health and safety Regulations and Codes of Practice which apply to your workplace and job. There may be specific measures put in place by your employer to provide protection for you and others against any risks arising from the particular work being carried out, the environment being worked in or the tools, materials or equipment being used.

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help.

Your rights as an employee to work in a safe and healthy environment are given to you by law, and generally can’t be changed or removed by your employer. The most important rights are:

- To be provided, free of charge, with any personal protective and safety equipment
- As far as possible, to have any risks to your health and safety properly controlled
- To have rest breaks during the working day, to have time off from work during the working week, and to have annual paid holiday
- If you have reasonable concerns about your safety, to stop work and leave your work area, without being disciplined
- To tell your employer about any health and safety concerns you have
- To get in touch with the Health and Safety Executive (HSE) or your local authority if your employer won’t listen to your concerns, without being disciplined

Employees have a legal duty to take reasonable care to avoid harm to themselves or to others by their work activities, and to cooperate with employers and others in meeting statutory health and safety requirements. Employees must not interfere or misuse anything provided to protect their health, safety or welfare.

When working in an industrial environment you need be aware that you have a legal responsibility to make sure of your own safety and for others working around you.

As an employee, your legal responsibility is to:

- Take reasonable care for your own health and safety and that of others who may be affected by what you do or not do
- Co-operate with your employer on health and safety
- Correctly use work items provided by your employer including personal protective equipment, in accordance with training or instructions
- Not to interfere with or misuse anything provided for your health, safety or welfare.
- Report any hazards or health and safety failings to your employer

There are many health and safety regulations and codes of practice that relate to different kinds of work and different sorts of workplaces. There are specific health and safety requirements relating to the employment of young people.
Which legislation applies to the workplace?

Current legislation requires employers to display health and safety information relevant to the work being carried out. Your responsibilities at work are covered in Health and Safety at Work etc Act 1974. A poster summarising major requirements should be displayed in your workplace.

The following regulations relate to the general workplace and you should be able to find some of them in your workplace:

- **Management of Health and Safety at Work Regulations 1999** - covers risk assessment
- **Workplace (Health, Safety and Welfare) Regulations 1992** - ensures the workplace and working environment are clean and suitable for the work being done
- **Manual Handling Operations Regulations** - covering manual lifting practices and mechanical lifting aids
- **Provision and Use of Work Equipment Regulations 1998** - ensures that all work equipment and machinery is safe to use
- **Electricity at Work Regulations 1989** - covers making sure electrical equipment is safe to use
- **Health and Safety (Display Screen Equipment) Regulations 1992** (as amended) - ensures the safety of users of computer and other screen-based equipment including workstation assessment
- **Lifting Operations and Lifting Equipment Regulations 1998** - covers safe use of lifting equipment such as cranes and FLT’s
- **Work at Height Regulations 2005** - covers training in use of stepladders and working platforms
- **Control of Substances Hazardous to Health (COSHH) Regulations** - COSHH regulations require employers to control exposure to substances that can harm workers health
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995** - Requires employers, the self-employed and those in control of premises to report specified workplace incidents to the HSE or Local authority

On the following two pages is a leaflet is published by the Health and Safety Executive (HSE) designed to summarise what you need to know about your health and safety at work.

Copies can be obtained from the HSE.
Health and Safety Law
What you need to know

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help.

What employers must do for you

1. Decide what could harm you in your job and the precautions to stop it. This is part of risk assessment.
2. In a way you can understand, explain how risks will be controlled and tell you who is responsible for this.
3. Consult and work with you and your health and safety representatives in protecting everyone from harm in the workplace.
4. Free of charge, give you the health and safety training you need to do your job.
5. Free of charge, provide you with any equipment and protective clothing you need, and ensure it is properly looked after.
6. Provide toilets, washing facilities and drinking water.
7. Provide adequate first aid facilities.
8. Report injuries, diseases and dangerous incidents at work to our Incident Contact Centre: 0845 300 9923
9. Have insurance that covers you in case you get hurt at work or ill through work. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it.
10. Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone’s health and safety is protected.

What you must do

1. Follow the training you have received when using any work items your employer has given you.
2. Take reasonable care of your own and other people’s health and safety.
3. Co-operate with your employer on health and safety.
4. Tell someone (your employer, supervisor, or health and safety representative) if you think the work or inadequate precautions are putting anyone’s health and safety at serious risk.
If there’s a problem

1. If you are worried about health and safety in your workplace, talk to your employer, supervisor, or health and safety representative.
2. You can also look at our website for general information about health and safety at work.
3. If, after talking with your employer, you are still worried, phone our Infoline. We can put you in touch with the local enforcing authority for health and safety and the Employment Medical Advisory Service. You don’t have to give your name.
   HSE Infoline: 0845 345 0055   HSE website: www.hse.gov.uk

Fire safety

You can get advice on fire safety from the Fire and Rescue Services or your workplace fire officer.

Employment rights

Find out more about your employment rights at:
   www.direct.gov.uk

This pocket card is available in priced packs of 25 from HSE Books, ISBN 978 0 7176 6960 7.
A web version can be found at www.hse.gov.uk/pubnav/aw.pdf. The information in this pocket card is available in other formats.

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Other sources of information and advice available on employment rights and responsibilities can be found at:

www.directgov.uk


**Access to Work** is a Government Scheme that is designed to help you if your health or disability affects the way you do your job. It gives you and your employer advice and support with any extra costs which may arise because of your needs. Access to Work might pay towards a support worker or the equipment you need at work. It can also pay towards the cost of getting to work if you cannot use public transport. See: http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/WorkSchemesAndProgrammes/DG_4000347 for more details

**Additional Learning Support.** This is provided from the Young People’s Learning Agency. It covers any activity that provides direct support for learning to individual learners, over and above that which is normally provided in a standard learning programme that leads to their learning goal. ALS is only available for learners on funded programmes. ALS is required to help learners gain access to, progress towards and successfully achieve their learning goals. The need for ALS may arise from a learning difficulty and/or disability, or from support required to access a progression opportunity or employment, or from literacy, numeracy or language support requirements. More details are available from: http://www.ypla.gov.uk/

*From all the information above, your research and that supplied by your employer answer the questions at the end of Section 2 on page 26:*
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Section 2. 
Main Employment Documents and Procedures relevant to Employment

What is an employment contract or Apprentice Training Agreement?

An employment contract, or ‘contract of employment’, is an agreement between an employer and an employee which sets out their employment rights, responsibilities and duties. These are called the ‘terms' of the contract.

Your employment contract doesn’t have to be in writing. However, you are entitled to a written statement of your main employment terms within two months of starting work.

The employment contract is made as soon as you accept a job offer. If you start work it will show that you accepted the job on the terms offered by the employer, even if you don’t know what they are. Having a written contract could cut out disputes with your employer at a later date, and will help you understand your employment rights.

You and your employer are bound to the employment contract until it ends (usually by giving notice) or until the terms are changed (usually in an agreement between you and your employer).

Job descriptions - What are they, what do they contain and who needs to have them?

Job descriptions are essential. Job descriptions are required for job applications so that you and other applicants can understand work role. Job descriptions are also necessary for all people in work. A job description defines a person’s role and accountability. Without a job description it is not possible for a person to properly commit to, or be held accountable for, a work role.

As an employee you may have or be given the opportunity to take responsibility for your job description. This is good. It allows you to clarify expectations with your employer and your boss.

Job descriptions are important

Job descriptions improve an organisation's ability to manage people and work roles in the following ways:

- Inform the employee of what the employer will expect from them
- Provides basis of measuring job performance
- Provides clear description of work role for job candidates
- Enables employers to ensure all work activities and responsibilities are covered
- Prevents individual managers expecting different things from the same job role
- Enables pay and grading systems to be structured fairly and logically
- Prevents different understandings of the work role by managers and employees

Continued
• essential reference tool in issues of employee/employer dispute
• essential reference tool for discipline issues
• provides important reference points for training and development areas
• provides neutral and objective (as opposed to subjective or arbitrary) reference points for employee appraisals, performance reviews and counselling
• enables job role analysis
• enables organisation to structure and manage roles in a uniform way, thus increasing efficiency and effectiveness of the business
• provides a basis for employee career progression and replacement planning

(This list is not exhaustive.)

**What should be included in the job description?**

• the job title
• the main purpose of the job
• the position of the job within the organisational and management structure of the company including immediate line management
• the geographical location and setting of the job
• the day-to-day tasks and duties which make up the bulk of the job
• any occasional duties, for example travel or covering for others
• any special working conditions, for example shift work, unusual hours, travel
• clear guidance on how to apply for the job, including the application closing date and contact information for any enquiries

It might also include information about opportunities and benefits attached to the job, such as:

• pay levels, potential increases and the requirements for their attainment
• potential promotional prospects
• personal development opportunities such as job shadowing, mentoring, networks, career action plans, career development/training programmes
• other benefits, for example holiday entitlement, pension schemes, childcare facilities, flexible working, career breaks, accommodation of religious breaks, adaptable working uniform, prayer space and time.

Continued
Employers hold personal information about you – why?

Employers need to hold information about all of their employees in order that the organisation can be productive and function effectively.

Employers keep personnel information about you as it allows them to:
- make sure you receive correct pay, holiday, pension and other entitlements and benefits
- make decisions based on fact rather than guesswork
- keep a record of absence, sickness and discipline action
- know what resources are available to them in terms of skills and training

Accurate personnel records will also help with recruitment, training and development, as well as promotion.

Your employer should let you know:
- what records are kept and the way these are used
- that the confidentiality of human resources and personal records is maintained
- how these records can help your training and development

So, what information is kept on your record?

The important information every employer should keep on every worker would include personal details
- Full name
- Full postal address
- date of birth
- gender
- education and qualifications
- National Insurance number
- PAYE tax code
- details of any known disability
- emergency contact details

They will also keep work-related ‘supplementary’ information such as:
- your employment history with the organisation
- your employment terms and conditions – pay, hours of work, holidays, benefits
- your absence details
- details of any accidents or illnesses connected with work
- details of any training received in-house or externally
- details of any disciplinary action

Updating your personal records held by your employer.

Employers will want to keep accurate and up to date details on all their employees for a number of reasons. For example, if you gain a qualification – this needs to be on your record so that it can be taken into consideration if promotion is being considered. It is important that you inform your employer of any changes to the information held about you.
What information needs to be shown on a payslip or other statement of earnings?

‘Pay slips’ or ‘Statements of Earnings’ vary in size, shape and format. But, they will all have to carry certain information, like:

- amount of your wages before any deductions (gross wages)
- individual amount of any fixed deductions (such as trade union subscriptions) or the total amount of these deductions if you are given a 'standing statement of fixed deductions' as detailed below
  - individual amount of any variable deductions (for example tax PAY)
- net amount of your wages (this is the total you receive after deductions)
- amount and method for any part-payment of wage (such as separate figures of a cash payment and the balance credited to a bank account)

Your employer might include additional information on your payslip which they are not required to provide, such as:

- National Insurance number
- tax PAYE codes
- pay rate (either monthly or hourly)
- additional payments like overtime, tips or bonuses, which might be shown separately

For accessible introduction to National Insurance and tax - visit: http://www.taxmatters.hmrc.gov.uk/

So when and how you should be paid?

When you start work your employer should tell you:

- the day or date when you’ll be paid - for example, each Friday, or the last working day of the month
- how you will be paid, for example in cash, by cheque or directly into your bank account

As an employee, you must be given a document which tells you how much you’ll be paid, and at what intervals, within two months of starting work. This is normally contained in your contract of employment.

Taking planned time off from work

The company or staff handbook will outline the rules about how and when you must notify your employer if you want to take time off from work.
Taking unplanned time off from work if you are ill and sick pay

The company or staff handbook will outline the procedures relating to how and when you must notify your employer if you are unable to come to work because of ill-health, and the implications of not following these procedures. It will also give the rates of sick pay for those who qualify.

Employees are allowed to “self certificate” if the absence is seven days or less without the need to get a fitness to work certificate from their doctor.

When you return to work, your employer can ask to fill in a form yourself confirming that you were ill. Self-certification forms usually include:
- information about your sickness or illness
- the date the sickness started
- the date your sickness ended

Grievances at work – what should you do?

Grievances are concerns, problems or complaints that employees raise with their employer. There is no legally binding process that you and your employer must follow when raising or handling a grievance at work. However, there are some principles you and your employer should observe.

*Always* try to sort out your problem informally first!

Try talking with your manager or supervisor informally before raising a formal grievance, to see if that helps. Problems you might want to raise with your employer could involve:
- your terms of employment
- your pay and working conditions
- disagreements with co-workers
- discrimination
- not receiving your statutory employment rights

How to raise a grievance

If you tried to resolve your grievance informally and this approach did not work, you should raise the matter formally. You should do this using your employer’s formal procedures for grievances. Your employer should put their grievance procedures in writing. You should be able to find these in one of the following:
- company handbook
- human resources (HR) or personnel manual
- HR intranet site
- employment contract

At the very least your employer must give you in writing the name of the person to whom you can apply, to put the matter right.
Discrimination or bullying at work

What is discrimination?

Discrimination happens when an employer treats one employee less favorably than others. It could mean a female employee being paid less than a male colleague for doing the same job, or a minority ethnic employee being refused the training opportunities offered to other colleagues.

The law prevents discrimination because of your:
- gender
- marriage or civil partnership
- gender reassignment
- pregnancy and maternity leave
- sexual orientation
- disability
- race
- colour
- ethnic background
- nationality
- religion or belief
- age

There will be Equal Opportunities polices and procedures in your workplace. There are certain steps you should take if you experience or witness discrimination or bullying at work.

Bullying in the workplace is unacceptable and should not be tolerated by employers. Bullying can include:
- unfair and excessive criticism
- public insults
- repeatedly changing or setting unrealistic work targets
- undervaluing work effort
- shouting and general abusive behaviour
- physical violence

If you see, or are a victim of bullying the first thing you should do is to make your manager or the personnel department aware of the problem – in writing if necessary.

Your relationship with your Employer

Much has been detailed in this Workbook about your relationship with your employer. To have a good and lasting relationship with your employer there must be trust from both sides.
Sources of advice and information on employment issues

Many organisations have a staff handbook that contains information on aspects of your employment. If you do not have a copy or access to an electronic copy, it is suggested that you ask for access to a copy and read through it.

You will need to know where to get information from internal sources on:

- Employment and personnel matters
- Issues related to your training, and
- Assessment of your competencies and progress

Information is also available from outside your organisation. This could be from the appropriate Trades Union.

Here are some other sources of information as below:


http://www.advicenow.org.uk/

http://www.adviceguide.org.uk/

http://www.disabilityalliance.org/

http://www.equalityhumanrights.com/
### Knowledge Check for Sections 1 and 2

Now answer the following questions based on what you have read and researched:

<table>
<thead>
<tr>
<th>Assessment Criteria</th>
<th>Question</th>
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<tbody>
<tr>
<td><strong>Sections 1 and 2</strong></td>
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<tr>
<td>1.1</td>
<td>1. State two rights given to you by your contract of employment?</td>
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<td>2.</td>
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<tr>
<td>1.1</td>
<td>2. State two of your responsibilities included in your contract of employment</td>
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### 2.1 Using your own or a supplied contract of contract, list six of its main terms and conditions?

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<td>Assessment Criteria</td>
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<tr>
<td>1.1</td>
<td>4. List the three parties who sign and have responsibilities under an Apprentice Agreement?</td>
<td>Awaiting information from NAS</td>
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<td>1.1</td>
<td>5. State what you are agreeing to do by signing an Apprentice Agreement?</td>
<td>Awaiting information from NAS</td>
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<td>Awaiting information from NAS</td>
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<td>1.1</td>
<td>6. List five aspects relating to job applications or employment that an employer is prevented from discriminating against the disabled by The Equality Act 2010?</td>
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<td>1.1</td>
<td>7. The Equality Act 2010 prevents discrimination against people for various reasons. List five reasons for discrimination that could occur without the protection of the Act?</td>
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<td>1.5</td>
<td>8. Describe the equality and diversity arrangements in operation within your organisation?</td>
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<td>2.8</td>
<td>9. State who you should contact if you have a grievance at work and describe the procedure that would follow?</td>
<td>Name or Position:</td>
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<td>2.9</td>
<td>10. State the action that you could take if you experience or witness discrimination or bullying at work?</td>
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<td>1.1</td>
<td>11. State two requirements of the Working Time Regulations that relate to:</td>
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<td>a) a worker under 18, and</td>
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<td>b) a worker over 18</td>
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<td>a) Young workers</td>
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<td>b) Adult</td>
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<td>1.1</td>
<td>12. State the minimum amount of annual leave that you are entitled to by law?</td>
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<td>2.6</td>
<td>13. Describe the procedure to follow if you need time off from work?</td>
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<td>Assessment Criteria</td>
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</table>
| 1.1                 | 14. State the circumstances under which your employer would require:  
|                     | a) Self certification of illness  
|                     | b) A Statement of Fitness to Work (Fit Note)? | | |
| 2.7                 | 15. Describe what procedure to follow if you are ill and cannot go to work? | | |
| 1.1                 | 16. Employers hold information about their employees.  
|                     | State three requirements of the Data Protection Act relating to storage and use of this information? | 1. | |
|                     | | 2. | |
|                     | | 3. | |
| 2.3 | 17. State six categories of important personal information about you that your employer needs to hold? | 1.   
2.   
3.   
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| 2.3 | 18. State four items of work-related information about you that your employer might hold? | 1.   
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<th>Assessment Criteria</th>
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<td>2.4</td>
<td>19. State why it is important that you inform your employer of any changes to your personal details?</td>
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<td>1.1</td>
<td>20. Your Employer asks you for information about yourself which they are going to keep on record. State two requirements of the information that you supply to your employer for it to be effective?</td>
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<td>1.1</td>
<td>21. List four rights relating to your health and safety at work that you as an employee are entitled to?</td>
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<td>22. List four health and safety responsibilities that you as an employee have when at work?</td>
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<td>1.2</td>
<td>23. List five legal requirements that your employer must meet in order to ensure a safe and healthy workplace?</td>
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### 1.6
24. List five Health and Safety Regulations (Laws) that are relevant to the type of work that you do?

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### 1.7
25. For each of the categories listed, state two requirements to ensure the safety of yourself and others when at work:

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<tr>
<td>a) Working environment?</td>
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<td>b) Work materials?</td>
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<td>c) Tools and equipment?</td>
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<td>d) Work activities?</td>
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<td>Assessment Criteria</td>
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<tr>
<td>1.8</td>
<td>26. Provide evidence of your safe working and compliance with your organisation’s safety procedures and codes of practice? <strong>Note:</strong> This must be shown over a period of time and cannot be undertaken in a ‘day’ in the Centre.</td>
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<td>1.3</td>
<td>27. Name three sources of information and advice available to you on your employment rights and responsibilities?</td>
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<td>1.3</td>
<td>28. State the purpose of the Access to Work Scheme and list two of its aims?</td>
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<td>29. State three important features of the Additional Learning Support (ALS) Scheme?</td>
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<tr>
<th>2.2</th>
<th>30. Describe two situations where job descriptions are important?</th>
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| 2.2                 | 31. List six items of information typically included within a job description? | 1.  
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6.  | |
| 2.5                 | 32. Explain the difference between the “Gross Pay” and “Net Pay” figures shown on employee payslips? | | |
| 2.11 | 33. Identify **three** sources of advice and information relating to employment issues that are available to you? | 1.  
2.  
3.  |
| 2.11 | 34. Who and in which internal department would you find information or help on issues relating to your:  
- training?  
- competencies being assessed?  
- personal details?  | **This is dependant on the structure of the Organisation – allowances must be made according to the Organisation Name - ........................................ Dept - ........................................  
Name - ........................................ Dept - ........................................  
Name - ........................................ Dept - ........................................** |
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<th>Assessment Criteria</th>
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<tr>
<td>2.11</td>
<td>35. Which external organisations could you seek information on:</td>
<td>Name - ................................................................................................</td>
<td>Y / N</td>
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<td></td>
<td>• Equal opportunities?</td>
<td>Name - ................................................................................................</td>
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<td></td>
<td>• Health and safety in your workplace?</td>
<td>Name - ................................................................................................</td>
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<td></td>
<td>• Personal details?</td>
<td>Name - ................................................................................................</td>
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<td>(Name one organisation per bullet point)</td>
<td>Name - ................................................................................................</td>
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Section 3 – Understanding the various career pathways and qualifications

Almost every job in a company or organisation is linked to either making something or providing a service. To effectively carry out that job, people need to be trained to ensure that they have the appropriate competence and knowledge.

The training can be undertaken in a variety of ways – off-the-job (at a College or Training Centre) or on-the-job with a fellow colleague or mentor (for example). These routes can enable you to achieve nationally recognised qualifications i.e.: Awards, Certificates or Diplomas or Company Specific Training Scheme qualifications for competence and / or knowledge based qualifications.

As your skill and competence base expands, this can provide access to other activities within the company or organisation – in other words promotion. Depending on the type of added responsibilities and technical abilities it may be possible to join a professional body e.g. The Institute of Mechanical Engineers.

Within your company or organisation, as well as outside it, there are valuable sources of information about your Industry, careers and the training that is needed to get promotion.

Some skills are specialised and relate only to a particular industry, others are found more generally across a range of industries.

Which group does your job fall into? Your supervisor/trainer or training provider coordinator will be able to advise you about any special qualifications or certificates that you may need to progress in your particular skill area.

Qualifications that support Career Development

There are a range of qualifications that can assist in the development of your career. Some of the types are listed below:

- Company In house specific qualifications
- National Vocational Qualifications (NVQ’s and VRQ’s)
- Nationally recognised academic qualifications e.g. BTEC National Certificate

Depending on your qualifications and experience you may be able to apply for membership of a professional body – such as the Institution of Engineering Technology as for instance an Engineering Technician (EngTech).
Possible sources of information for the Qualifications

SEMTA website for Qualifications for the Apprenticeship Frameworks and links to careers websites - www.semta.org.uk

Knowledge and competence qualifications from Awarding Organisations like EAL www.eal.org.uk

Professional qualifications – The Institution of Engineering and Technology – postmaster@theiet.org

Possible sources of information and advice about the Engineering and Manufacturing Industry Sector Skills Council – SEMTA www.semta.org.uk
Learndirect www.learndirect.co.uk
Connexions www.connexions.gov.uk
EAL www.eal.org.uk
Knowledge Check for Section 3

Now answer the following questions based on what you have read and researched:

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<th>Section 3</th>
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<td><strong>Acceptable Y / N</strong></td>
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<td><strong>3.1</strong></td>
<td>36. Briefly describe the role played by your occupation within your organisation and industry?</td>
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</table>
| **3.1A** | **37.** Draw an organisational chart of your department or company, showing job roles and lines of responsibility.  
Don’t forget to make sure you include yourself. (If your organisation already has a chart, it is OK for you to amend it to include yourself). | **Draw either here or on a separate piece of paper referenced so that it can be found.** |
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<th>Assessment Criteria</th>
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<td>3.2</td>
<td>38. Describe the occupation that your training and development programme is preparing you for.</td>
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<td>3.4</td>
<td>39. Describe the training that you are receiving and how you will use it when complete.</td>
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<td>3.5</td>
<td>40. Briefly describe the types of vocational and academic qualification that support training and career development.</td>
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### 3.6

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<th>41. Name sources of information and advice on your:</th>
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<td>- occupation</td>
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<td>- training</td>
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<td>- career</td>
<td><strong>Career:</strong> -</td>
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Section 4 - Understanding how the sector or occupation is seen from an external view point

Things happen in daily life that can have an impact on the Engineering and Manufacturing Sector – for instance – in the drive for lower CO₂ emissions, motor manufacturers are introducing electric motor vehicles. There are a number of new technologies involved in this, for instance:

- batteries
- power trains
- methods of maintenance etc

In time, older technologies (i.e. traditional engines and gearboxes) will disappear and be replaced by new ones as above. As with all advances in technologies some people will have concerns about the technology and progress.

Issues of public concern relevant to the occupation or sector have been expressed on things like:

- Environmental pollution by industrial activity
- Manufacturing in the UK is being ‘exported’ to the far east or to eastern European countries
- Unacceptable levels of prohibited chemicals in paints etc on items being imported to the UK
- Defence cuts will result in job cut-backs in a number of UK companies.
- “Wind turbines being manufactured in UK spoil the environment”

It is important that those involved within the various occupational sectors are able to promote a positive image to the wider public in order to gain their support and also to maintain adequate recruitment levels of suitably qualified people into those sectors.
<table>
<thead>
<tr>
<th>Assessment Criteria</th>
<th>Question</th>
<th>Answer</th>
<th>Acceptable Y / N</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>42. Outline different viewpoints around an issue of public concern relevant to the occupation or sector in which you work?</td>
<td></td>
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<tr>
<td>4.2</td>
<td>43. Explain how issues of public concern have altered or changed the occupation or sector.</td>
<td></td>
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</tbody>
</table>
Section 5 - Understanding the representative bodies relevant to the industry and their roles

Employee representatives
Trade Unions or other employee bodies represent the interests of their members. Some of these organisations have a telephone “helpline” to enable a quick response to be given, most have a website to answer a range of questions that cover the workplace. Some of these organisations offer a range of services that include:

- information and representation on employment rights issues
- information and representation on health and safety and environmental issues
- compensation for members who are injured at work, are unfairly dismissed or suffer from discrimination on matters of gender, race and disability
- free pension and legal advice
- a range of financial and other facilities including car and home insurance, sickness benefits, mortgages, holiday reductions and credit cards
- information on training and lifelong learning.

Some useful contact points are:

Trade Unions is Trades Union Congress (TUC)  [www.tuc.org.uk](http://www.tuc.org.uk)
Advisory, Conciliation and Arbitration Service (ACAS)  [www.acas.org.uk](http://www.acas.org.uk)
Citizens Advice Bureau (CAB)  [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

SEMTA – The SSC for Science, Engineering and Manufacturing
The Science, Engineering and Manufacturing Technologies Alliance (SEMTA) is the main organisation that supports training in the engineering, science and technology sectors. Its activities include:

Researching and identifying skill requirements and training needs
- Representing the sector’s training interests to Government
- Promoting Government initiatives, including NVQs, SVQs and Investors in People
- Developing and maintaining national training models, including apprenticeships
- Promoting careers in engineering, science and technology to young people
- Encouraging and supporting lifelong learning
- Assisting organisations to access training funding from European and National sources
- Developing occupational standards and products to support skills training and development

You can visit SEMTA on: [www.semta.org.uk](http://www.semta.org.uk)
**Professional Bodies**

SSC’s have links to a number of Professional, Trade and Employer Bodies in order to carry out their roles.

Below are a small number of professional bodies related to the science, engineering and manufacturing sector:

- Chartered Institution of Building Services Engineers (CIBSE) [www.cibse.org](http://www.cibse.org)
- Chartered Institute of Plumbing and Heating Engineering (CIPHE) [www.cibse.org.uk](http://www.cibse.org.uk)
- Institution of Engineering Designers (IED) [www.ied.org.uk](http://www.ied.org.uk)
- Institute of Marine Engineering, Science and Technology (IMarEST) [www.imarest.org](http://www.imarest.org)
- Institute of Measurement and Control (InstMC) [www.instmc.org.uk](http://www.instmc.org.uk)
- Institute of Physics (IOP) [www.iop.org](http://www.iop.org)
- Royal Pharmaceutical Society [www.rpharms.com](http://www.rpharms.com)
- Royal Society of Chemistry (RSC) [www.rsc.org](http://www.rsc.org)
- Society of Biology [www.societyofbiology.org](http://www.societyofbiology.org)
- The Institution of Engineering and Technology (IET) [www.theiet.org](http://www.theiet.org)
- The Institution of Mechanical Engineers [www.imeche.org](http://www.imeche.org)
- The Welding Institute (TWI) [www.twi.co.uk](http://www.twi.co.uk)

Contact the Engineering Council for a full list of Institutions [www.engc.org.uk](http://www.engc.org.uk)
Trades and Employer representatives
Every industry sector has a range of representative bodies that provide a means to promote the views of those groups of people with common interests, for example, Professional Bodies, Trade Associations or Federations. These representative bodies collect the views of their members and act as their voice in discussions with other groups on issues affecting them.

Representative bodies operate both within an organisation and also between organisations and other bodies. Representation between different bodies occurs at national as well as local levels.

Some of these bodies are:
Association of the British Pharmaceutical Industry (ABPI)  www.abpi.org.uk
Association of British Science  www.brithishscienceassociation.org
BioIndustry Association (BIA)  www.bioindustry.org
British Health Care and Business Intelligence Association (BHBIA)  www.bhbia.org.uk
Engineering Employers Federation (EEF)  www.eef.org.uk
Confederation of British Industry (CBI)  www.cbi.org.uk
The Federation of Small Businesses (FSB)  www.fsb.org.uk
The British Chambers of Commerce (BCC)  www.britishchambers.org.uk
Science, Engineering and Manufacturing Technologies Alliance (SEMTA)  www.semta.org.uk
Advisory, Conciliation and Arbitration Service (ACAS)  www.acas.org.uk

Now have a go at the knowledge check to see if you can answer the questions. Revisit any areas where you have difficulty.

Having read and researched the material in this book – now answer the questions. Try not to look at the answers at the back – we know that it is very tempting!!!!
## Knowledge Check for Section 5

<table>
<thead>
<tr>
<th>Section 5</th>
<th>Question</th>
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</thead>
<tbody>
<tr>
<td><strong>Assessment Criteria</strong></td>
<td><strong>Question</strong></td>
<td><strong>Answer</strong></td>
</tr>
</tbody>
</table>
| **5.1** | 44. Name the major trade union relevant to your organisation or occupation and state its major role? | Organisation: - ……………………………………………………………………..
Role: - ……………………………………………………………………..
……………………………………………………………………………
……………………………………………………………………………

| **5.2** | 45. Name the professional body most relevant to your organisation or occupation and state its function. | Organisation: - ……………………………………………………………………..
Function: - ……………………………………………………………………..
……………………………………………………………………………
……………………………………………………………………………

| **5.3** | 46. Name the main employer organisation in your sector and outline their role. | Organisation: - ……………………………………………………………………..
Role: - ……………………………………………………………………..
……………………………………………………………………………
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<table>
<thead>
<tr>
<th>5.4</th>
<th>47. State the Sector Skills Council (SSC) responsible for your industry / occupation and outline its function.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Organisation: -------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Function: -----------------------------------------------------------------------------------------</td>
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<tr>
<td></td>
<td>End of Questions</td>
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</tbody>
</table>

End of Questions
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# Section 6 - Answers to Knowledge check - mapped to Assessment Criteria

## Sections 1 and 2

<table>
<thead>
<tr>
<th>Assessment Criteria</th>
<th>Question</th>
<th>Answer</th>
<th>Got it right? Go back to SSG Page No</th>
</tr>
</thead>
</table>
| 1.1                 | 1. State two rights given to you by your contract of employment?         | Your rights in terms of your contract employment. Accept two of the bullets below  
                       |                                                                             | • By law you must be given a written statement of your terms and conditions if you have been employed for over one month  
                       |                                                                             | • You should receive the written statement within two months of starting work, even if you are going to work for them for less than two months.  
                       |                                                                             | • Changes to the terms and conditions of your contract .                 | 6                       |
| 1.1                 | 2. State two of your responsibilities included in your contract of employment? | Responsibilities in terms of Contracts of Employment. Accept two out of the three bullet points  
                       |                                                                             | 1. When working you need to comply with the terms of your employment as laid out in the contract and terms  
                       |                                                                             | 2. mutual trust and confidence whereby you and your employer rely on each other to be honest and respectful.  
                       |                                                                             | 3. quitting without giving proper notice  
                       |                                                                             | 4. working for a competitor after leaving the organisation when your contract doesn’t allow it. | 6                       |
### Using your own or a supplied contract of contract, list six of its main terms and conditions

**Contracts of employment:**  *Six of the following twelve bullets:*

- your name and your employer’s name
- your job title or a brief job description
- the date when your employment began
- your pay rate and when you will be paid
- your hours of work
- your holiday entitlement
- where you will be working (if you are based in more than one place it should say this along with your employer’s address)
- sick pay arrangements
- notice periods
- information about disciplinary and grievance procedures
- any collective agreements that affect your employment terms or conditions
- pensions and pension schemes

### List the three parties who sign and have responsibilities under an Apprentice Agreement?

**Apprentice Training Agreements**

- Awaiting information from NAS

Continued
<table>
<thead>
<tr>
<th>Assessment Criteria</th>
<th>Question</th>
<th>Answer</th>
<th>Got it right? Go back to SSG Page N°</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>5. State what you are agreeing to do by signing an Apprentice Agreement?</td>
<td>Apprentice Training Agreements</td>
<td>7 and 8</td>
</tr>
<tr>
<td></td>
<td>Awaiting information from NAS</td>
<td>Awaiting information from NAS</td>
<td></td>
</tr>
<tr>
<td>1.1</td>
<td>6. List five aspects relating to job applications or employment that an employer is prevented from discriminating against the disabled by The Equality Act 2010?</td>
<td><strong>Employers and the Equality Act 2010</strong>&lt;br&gt;Employers must not discriminate against disabled people in:&lt;br&gt;• application forms&lt;br&gt;• interview arrangements&lt;br&gt;• aptitude or proficiency tests&lt;br&gt;• job offers&lt;br&gt;• terms of employment including pay&lt;br&gt;• promotion, transfer and training opportunities&lt;br&gt;• work-related benefits such as access to recreation or refreshment facilities&lt;br&gt;• dismissal or redundancy&lt;br&gt;• discipline and grievances&lt;br&gt;An employer must also make reasonable changes to applications, interviews and work so that you are not disadvantaged. These are known as ‘reasonable adjustments’</td>
<td>8 and 9</td>
</tr>
</tbody>
</table>
7. The Equality Act 2010 prevents discrimination against people for various reasons. List five reasons for discrimination that could occur without the protection of the Act?

Employees must not discriminate against people on the grounds of:
- race
- sex
- sexual orientation (whether being lesbian, gay, bisexual or heterosexual)
- disability (or because of something connected with their disability)
- religion or belief
- being a transsexual person (transsexuality is where someone has changed, is changing or has proposed changing their sex – called ‘gender reassignment’ in law)
- having just had a baby or being pregnant
- being married or in a civil partnership (this applies only at work or if someone is being trained for work), and
- age (this applies only at work or if someone is being trained for work).

8. Describe the equality and diversity arrangements in operation within your organisation?

Check with the employing organisations practices and policies

9. State who you should contact if you have a grievance at work and describe the procedure that would follow?

Check with the Employing Organisations procedures
<table>
<thead>
<tr>
<th>Assessment Criteria</th>
<th>Question</th>
<th>Answer</th>
<th>Got it right? Go back to SSG Page No</th>
</tr>
</thead>
</table>
| 2.9                 | 10. State the action that you could take if you experience or witness discrimination or bullying at work? | Check with the Organisations procedures – it should follow something like:  
- keep a diary of any instances of bullying  
- refer the problem to your line manager or someone of similar position  
- consider formal grievance procedures  
- if your health is affected, seek appropriate medical advice  
- in extreme circumstances you may wish to contact a solicitor. | 22 |
| 1.1                 | 11. State two requirements of the Working Time Regulations that relate to:  
  a) a worker under 18, and  
  b) a worker over 18 | The weekly maximum working hours  
  a) **Young workers - two out of the three bullet points**  
  A young worker is someone under 18 but over school leaving age. Young workers may not normally work more than:  
  - eight hours a day or 40 hours a week.  
  - the hours can’t be averaged out  
  - there is no opt-out for young workers.  
  b) **Adult workers – Both bullet points**  
  cannot be forced to work more than:  
  - 48 hours a week on average – (this is normally averaged over 17 weeks)  
  - You can work more than 48 hours in one week, as long as the average over 17 weeks is less than 48 hours per week. | 9 | 10 |
| 1.1  | 12. State the minimum amount of annual leave that you are entitled to by law? | **Holiday entitlement: your rights**  
All workers have a right to a minimum of 5.6 weeks paid annual leave, (but your employer may offer more). | 10 |
| 2.6  | 13. Describe the procedure to follow if you need time off from work? | **Explain the Employers (or Training Centres) procedure to take time off from work** | 20 |
| 1.1  | 14. State the circumstances under which your employer would require:  
  a) Self certification of illness  
  b) A Statement of Fitness to Work (Fit Note)? | **Sickness absence and sick pay Must include the points as in the answers to both a) and b) as below**  
You have the responsibility to tell your employer about your illness  
  a) **If you have been off work sick for seven days or less** your employer can ask you to confirm that you’ve been ill. You can do this by filling in a form yourself when you return to work. This is called self-certification.  
  (NOTE Many employers have their own self-certification forms. If your employer doesn’t have their own form, instead they may use an Employee’s Statement of Sickness form).  
  b) **If you have been off work sick for more than seven days** you will need to get a Statement of Fitness to Work (fit note) from your GP or the doctor that treated you in hospital.  
  **Note to Assessor:** Check the Employers practices and procedures first.  
(Your employer may keep records on the number of days you take off for sickness. You should look at your company policy on sickness absence – you can speak to Human Resources to help find this. Your employer can check for patterns in the days of the week taken off and the number of sick days taken.) | 10 |
| 2.7  | 15. Describe what procedure to follow if you are ill and cannot go to work? | **If you are absent from work you should try to speak to your manager/supervisor within an hour of your normal start time. You should let your manager know about your illness and when you are likely to return to work.  
If you are unable to do it get someone else to do it.  
Check with the Contract of Employment and Apprenticeship Training Agreement** | 10 |
<table>
<thead>
<tr>
<th>Assessment Criteria</th>
<th>Question</th>
<th>Answer</th>
<th>Got it right? Go back to SSG Page N°</th>
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</thead>
</table>
| 1.1                 | 16. Employers hold information about their employees. State three requirements of the Data Protection Act relating to storage and use of this information? | Data protection (Rights) – *Three of the following five bullets*  
You have the right to expect that your employer will hold information about you which is:  
- secure  
- fairly and lawfully held  
- accurate and up to date  
- held for limited purposes  
- not kept for longer than necessary | 11 |
| 2.3                 | 17. State six categories of important personal information about you that your employer needs to hold? | Personal information held by Employers.  
Important details to be held:  
*Six from the following nine bullets*  
- name  
- address  
- date of birth  
- gender  
- education and qualifications  
- National Insurance number  
- tax code  
- details of any known disability  
- emergency contact details | 19 |
### 2.3

18. State four items of work-related information about you that your employer might hold?

**Work related details held such as:**

*Four from the following six bullets*

- your employment history with the organisation
- your employment terms and conditions – pay, hours of work, holidays, benefits
- your absence details
- details of any accidents connected with work
- details of any training taken and qualifications achieved
- details of any disciplinary action

### 2.4

19. State why it is important that you inform your employer of any changes to your personal details?

To ensure that the information held is accurate and up to date

### 1.1

20. Your Employer asks you for information about yourself which they are going to keep on record.

State two requirements of the information that you supply to your employer for it to be effective?

- Accurate
- Complete
### Assessment Criteria

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<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>21. List four rights relating to your health and safety at work that you as an employee are entitled to?</td>
<td><strong>Employees rights under Health and safety - Four from six bullets</strong>&lt;br&gt;Your rights as an employee to work in a safe and healthy environment are given to you by law, and generally can’t be changed or removed by your employer. The most important rights are:&lt;br&gt;&lt;ul&gt;&lt;li&gt;as far as possible, to have any risks to your health and safety properly controlled&lt;/li&gt;&lt;li&gt;to be provided, free of charge, with any personal protective and safety equipment&lt;/li&gt;&lt;li&gt;to have rest breaks during the working day, to have time off from work during the working week, and to have annual paid holiday&lt;/li&gt;&lt;li&gt;if you have reasonable concerns about your safety, to stop work and leave your work area, without being disciplined&lt;/li&gt;&lt;li&gt;to tell your employer about any health and safety concerns you have&lt;/li&gt;&lt;li&gt;to get in touch with the Health and Safety Executive (HSE) or your local authority if your employer won’t listen to your concerns, without being disciplined&lt;/li&gt;&lt;/ul&gt;</td>
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</table>
### 1.1

<table>
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<tr>
<th>No.</th>
<th>Question</th>
<th>Employees responsibilities under Health and safety</th>
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</thead>
<tbody>
<tr>
<td>22.</td>
<td>List four health and safety responsibilities that you as an employee have when at work?</td>
<td><em>Five bullets from the following nine bullets</em></td>
</tr>
</tbody>
</table>

Your most important responsibilities as an employee are:

- to take reasonable care of your own health and safety
- if possible avoid wearing jewellery or loose clothing if operating machinery
- if you have long hair or wear a headscarf, make sure it’s tucked out of the way (it could get caught in machinery)
- to take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don’t do in the course of your work
- to co-operate with your employer, making sure you get proper training and you understand and follow the company’s health and safety policies
- not to interfere with or misuse anything that’s been provided for your health, safety or welfare
- to report any injuries, strains or illnesses you suffer as a result of doing your job (your employer may need to change the way you work)
- to tell your employer if something happens that might affect your ability to work (e.g. becoming pregnant or suffering an injury) - your employer has a legal responsibility for your health and safety, they may need to suspend you while they find a solution to the problem, but you will normally be paid if this happens
- if you drive or operate machinery, to tell your employer if you take medication that makes you drowsy - they should temporarily move you to another job if they have one for you to do

Continued
| Assessment Criteria | Question | Answer | Got it right?  
Go back to SSG Page No |
|---------------------|----------|--------|------------------|
| 1.2                 | 23. List five legal requirements that your employer must meet in order to ensure a safe and healthy workplace? | **The employer’s duty of care in practice**
**Eight bullet points from the following sixteen bullets**

All employers, whatever the size of the business, must:

- make the workplace safe
- prevent risks to health
- ensure that plant and machinery is safe to use, and that safe working practices are set up and followed
- make sure that all materials are handled, stored and used safely
- provide adequate first aid facilities
- tell you about any potential hazards from the work you do, chemicals and other substances used by the firm, and give you information, instructions, training and supervision as needed
- set up emergency plans
- make sure that ventilation, temperature, lighting, and toilet, washing and rest facilities all meet health, safety and welfare requirements
- check that the right work equipment is provided and is properly used and regularly maintained
- prevent or control exposure to substances that may damage your health
- take precautions against the risks caused by flammable or explosive hazards, electrical equipment, noise and radiation
- avoid potentially dangerous work involving manual handling and if it can’t be avoided, take precautions to reduce the risk of injury
- provide health supervision as needed
- provide protective clothing or equipment free of charge if risks can’t be removed or adequately controlled by any other means
- ensure that the right warning signs are provided and looked after
- report certain accidents, injuries, diseases and dangerous occurrences to either the Health and Safety Executive (HSE) or the local authority, depending on the type of business | 14, 15, 16 |
1.6 24. List five Health and Safety Regulations (Laws) that are relevant to the type of work that you do?

Depending on the activities being undertaken – **at least five bullet points as appropriate to the activities being carried out** – this could include:

- Management of Health and Safety at Work Regulations
- Workplace (Health, Safety and Welfare) Regulations
- Manual Handling Operations
- Provision and Use of Work Equipment Regulations 1998
- Electricity at Work Regulations
- Health and Safety (Display Screen Equipment) Regulations
- Lifting Operations and Lifting Equipment Regulations
- Work at Height Regulations
- Control of Substances Hazardous to Health (COSHH) Regulations
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

1.7 25. For each of the categories listed, state two requirements to ensure the safety of yourself and others when at work:

a) Working environment?
   - environment,
   - materials,
   - tools,
   - activities involved.

b) Work materials?

c) Tools and equipment?

d) Work activities?

This will vary according to the activity being carried out. Safety is of paramount importance hence **all should be covered**
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<th>Answer</th>
<th>Got it right? Go back to SSG Page No</th>
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</thead>
<tbody>
<tr>
<td>1.8</td>
<td>26. Provide evidence of your safe working and compliance with your organisation’s safety procedures and codes of practice?</td>
<td>All the requirements of H&amp;SAWA and other relevant legislation are shown to be put into practice in the workplace.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> This must be shown over a period of time and cannot be undertaken in a ‘day’ in the Centre.</td>
<td></td>
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</tr>
</tbody>
</table>
| 1.3                 | 27. Name three sources of information and advice available to you on your employment rights and responsibilities? | Sources of information and advice available to them on their employment rights and responsibilities. Three of the following six bullets  
• Company HR Department (or equivalent)  
• Training Provider  
• Trades Union Representative  
• Citizens Advice Bureau  
• Advisory, Conciliation and Arbitration Service  
• The Equality and Human Rights Commission  
• Office of the United Nations High Commissioner for Human Rights |                                      |
| 1.3                 | 28. State the purpose of the Access to Work Scheme and list two of its aims? | Access to Work Two of the six following bullets  
• Government Scheme that is designed to help you if your health or disability affects the way you do your job  
• gives you and your employer advice and support with extra costs which may arise because of your needs. |                                      |
1.3 29. State three important features of the Additional Learning Support (ALS) Scheme?

<table>
<thead>
<tr>
<th>Additional Learning Support Three of the following six bullets</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Government Scheme provided from the ‘Young People’s Learning Agency</td>
</tr>
<tr>
<td>• covers any activity that provides direct support for learning to individual learners, over and above that which is normally provided in a standard learning programme that leads to their learning goal.</td>
</tr>
<tr>
<td>• only available for learners on funded programmes</td>
</tr>
<tr>
<td>• ALS is required to help learners gain access to, progress towards and successfully achieve their learning goals.</td>
</tr>
<tr>
<td>• need for ALS may arise from a learning difficulty and/or disability, or from support required to access a progression opportunity or employment, or from literacy, numeracy or language support requirements.</td>
</tr>
</tbody>
</table>

2.2 30. Describe two situations where job descriptions are important?

<table>
<thead>
<tr>
<th>Job description are important when:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• applying for jobs or recruiting</td>
</tr>
<tr>
<td>• defining a work role for financial, legal or organisational purposes</td>
</tr>
</tbody>
</table>

Continued
### Question

31. List six items of information typically included within a job description?

### Answer

Job descriptions should contain the following information:

**At least four from the following**

- the job title  
- the main purpose of the job  
- the position of the job within the organisation as a whole, i.e. the team or department within which the job is located and the lines of responsibility, particularly the line manager to whom the post-holder will report directly  
- the geographical location and setting of the job  
- the day-to-day tasks and duties which make up the bulk of the job  
- any occasional duties, for example travel or covering for others  
- any special working conditions, for example shift work, unusual hours, travel  
- clear guidance on how to apply including the deadline for applications and contact information for any enquiries

**Plus no more than two can be used from the following:**

It also could contain information about opportunities and benefits attached to the job, such as:

- pay levels, potential increases and the requirements for their attainment  
- potential promotional prospects  
- personal development opportunities such as job shadowing, mentoring, networks, career action plans, career development/training programmes  
- other benefits, for example holiday entitlement, pension schemes, childcare facilities, flexible working, career breaks, accommodation of religious breaks, adaptable working uniform, prayer space and time.

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<table>
<thead>
<tr>
<th>Assessment Criteria</th>
<th>Question</th>
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</tr>
</thead>
</table>
| 2.2                 | 31. List six items of information typically included within a job description? | Job descriptions should contain the following information:  
  **At least four from the following:**
  - the job title  
  - the main purpose of the job  
  - the position of the job within the organisation as a whole, i.e. the team or department within which the job is located and the lines of responsibility, particularly the line manager to whom the post-holder will report directly  
  - the geographical location and setting of the job  
  - the day-to-day tasks and duties which make up the bulk of the job  
  - any occasional duties, for example travel or covering for others  
  - any special working conditions, for example shift work, unusual hours, travel  
  - clear guidance on how to apply including the deadline for applications and contact information for any enquiries
  **Plus no more than two can be used from the following:**
  It also could contain information about opportunities and benefits attached to the job, such as:
  - pay levels, potential increases and the requirements for their attainment  
  - potential promotional prospects  
  - personal development opportunities such as job shadowing, mentoring, networks, career action plans, career development/training programmes  
  - other benefits, for example holiday entitlement, pension schemes, childcare facilities, flexible working, career breaks, accommodation of religious breaks, adaptable working uniform, prayer space and time. |
<p>| 2.5 | 32. Explain the difference between the “Gross Pay” and “Net Pay” figures shown on employee payslips? | Gross Pay is the amount earned before deductions such as tax and National Insurance. Net Pay is the amount actually received after deductions | 20 |
| 2.11 | 33. Identify two sources of advice and information relating to employment issues that are available to you? | Typically, two from: Employee/Staff Hand Book Trades Union Government websites | 23 |
| 2.11 | 34. Who and in which internal department would you find information or help on issues relating to your: • training? • competencies being assessed? • personal details? | This is dependant on the structure of the Organisation – allowances must be made according to the Organisation Name - Training Supervisor/Manager Name - NVQ Assessor or Internal Verifier Name - Personnel or HR Department |</p>
<table>
<thead>
<tr>
<th>Assessment Criteria</th>
<th>Question</th>
<th>Answer</th>
<th>Got it right? Go back to SSG Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.11</td>
<td>35. Which external organisations could you seek information on:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• equal opportunities?</td>
<td>Equal Opportunities Commission</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• health and safety in your workplace?</td>
<td>Health and Safety Commission</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• personal details?</td>
<td>Citizens Advice Bureaux</td>
<td></td>
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<tr>
<td></td>
<td>(Name one organisation per bullet point)</td>
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</table>
# Section 3

<table>
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<tr>
<th>Assessment Criteria</th>
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<th>Answer</th>
<th>Got it right? Go back to SSG Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>36. Briefly describe the role played by your occupation within your organisation and industry?</td>
<td>The answer should relate to the Apprentice Training Agreement and details provided during the Induction period</td>
<td></td>
</tr>
</tbody>
</table>
| 3.1A                | 37. Draw an organisational chart of your department or company, showing job roles and lines of responsibility. | Draw and label an Organisation Chart to show:  
  - Where they are positioned in the Organisational tree  
  - Department in which they are working  
  - Job roles  
  - Line of responsibility |                                      |
| 3.2                 | 38. Describe the occupation that your training and development programme is preparing you for. | The answer should relate to the details provided in the Induction period                                                                                                                                  |                                      |
| 3.4                 | 39. Describe the training that you are receiving and how you will use it when complete. | The answer should relate to the details provided in the Induction period and by research by the Learner                                                                                                  |                                      |
| 3.5                 | 40. Briefly describe the types of vocational and academic qualification that support training and career development | The answer should relate to the details provided in the Induction period and by research by the Learner, but should include as appropriate:  
  - Company specific  
  - NVQ  
  - VRQ  
  - Nationally recognised knowledge qualifications |                                      |
### Assessment Criteria 3.6

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<thead>
<tr>
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<tbody>
<tr>
<td>41. Name sources of information and advice on your:</td>
<td>The answer should relate to the details provided in the Induction period, by research by the Learner and with information in the Work Book. It should cover as a minimum:</td>
</tr>
<tr>
<td>• industry</td>
<td><strong>Industry:</strong> ..... SEMTA</td>
</tr>
<tr>
<td>• occupation</td>
<td><strong>Occupation:</strong> HR, Union or SEMTA</td>
</tr>
<tr>
<td>• training</td>
<td><strong>Training:</strong> Assessor, Internal Verifier, Training Dept or HR</td>
</tr>
<tr>
<td>• career</td>
<td><strong>Career:</strong> HR, Union, Training Dept or SEMTA</td>
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### Section 4

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<tbody>
<tr>
<td>4.1</td>
<td>42. Outline different viewpoints around an issue of public concern relevant to the occupation or sector in which you work?</td>
<td>As applicable to the learners occupation or sector</td>
</tr>
<tr>
<td>4.2</td>
<td>43. Explain how issues of public concern have altered or changed the occupation or sector.</td>
<td>As applicable to the learners occupation or sector</td>
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</tbody>
</table>
### Section 5

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<th>Answer</th>
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</table>
| **5.1**             | 44. Name the major trade union relevant to your organisation or occupation and state its major role? | Appropriate Trades Union e.g. Unite  
Look after the rights and support employees.                                                                                                           | 50           |
| **5.2**             | 45. Name the professional body most relevant to your organisation or occupation and state its function. | This could be, for example, The Institution of Engineering and Technology.  
Becoming professionally registered shows your peers and employers that you have demonstrated a level of professional competence.                     | 50           |
| **5.3**             | 46. Name the main employer organisation in your sector and outline their role. | Engineering Employers Federation (EEF) who support and lobby on behalf of the Manufacturing Sector to Government and other bodies                                                                                   | 51           |
| **5.4**             | 47. State the Sector Skills Council (SSC) responsible for your industry / occupation and outline its function. | a) Science, Engineering and Manufacturing Technologies Alliance (SEMTA)  
b) Sector Skills Councils (SSCs) are independent, employer-led organisations responsible for tackling the skills and productivity needs of their industry sectors UK-wide. The 25 or so SSCs aim to increase the competitiveness of the sectors they represent, by:  
- providing labour market intelligence, identifying skill needs at all levels  
- influencing the UK's education and learning infrastructure  
- mapping training and education supply to ensure it meets sector demand  
- raising skills demand among employers in their sector  
SEMTA is currently the one of the largest SSCs, representing the 75,000 businesses and two million employees throughout the science, engineering and manufacturing technologies sector. | 51           |

**End of Answers to Questions**
Section 7 - Confirmation of Unit Completion (ERR2/SSG) (600/0290/6)

“We certify that this learner has correctly answered all the questions as detailed in Sections 1 - 6 of the Knowledge Checks in this Self Study Workbook thus showing a clear understanding of employment rights and responsibilities”.

**Assessor**

I certify that the evidence presented has met the requirements of the standards.

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<td>Registration Number</td>
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<td>Centre Name and Number</td>
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**Learner**

I certify that the work in this document is all my own work.

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