



Business Skills Apprenticeship Frameworks:

Business & Administration
Campaigning
Contact Centre
Customer Service
Fundraising
Marketing & Communication
Sales & Telesales
Team Leading & Management
Volunteer Management

Induction (ERR) Workbook

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Dear Learner

Welcome to the Apprenticeship programme. You have joined one of the most successful programmes in the UK. Business skills are pivotal to any organisation and the success of every business relies on the skills of its employees.

This may be the first time you access training other than full-time education. The first part of your training teaches you about company structure; you learn about the organisation for which you work, your responsibilities within that organisation and the responsibilities of people who work with you. This is called an induction programme which will form the initial part of your Apprenticeship Framework. Your employer and training provider or local college will carry this out and they will explain the requirements of the programme. Included in your training is other vital information such as Health and Safety, Data Protection and Discrimination. The induction is an important part of your training as it gives details about your responsibilities and rights and those of the employer and trains you for making valuable contributions to and become part of the organisation.

If you have any questions or queries about your training we will be available to answer your questions.

Good luck with your programme.

The CFA Team

How to use this Workbook

This Induction Workbook has been produced by the CFA to ensure that you know about your Employment Responsibilities and Rights (ERR) that form part of your Apprenticeship programme.

As you work through this Induction Workbook you will need to be clear about your own understanding of your occupation, the industry in which you work and the sector in which your organisation is located.

As you are currently undertaking one of the Apprenticeship programmes in business skills, or a related area, you will have a business-related job role.

Because there are many types of business across every sector of the UK economy we know that apprentices completing this book will be working in a wide variety of settings, from education to construction. In addition, apprentices working in charities or voluntary organisations will also be using this book as their organisations also need to be run with professionalism and efficiency, even if they are run on a not-for-profit basis.

In distinguishing between what we mean by job role, industry and sector when they are mentioned in this guide, the following table below will help you. It contains examples, but remember, this is not a complete list of job roles:

Job Role	Industry	Sector
School Administrator	Language School	Education
Receptionist	Advertising Agency	Marketing
Customer service assistant	Insurance	Financial Services
Team Leader	Local Authority	Public Services

As you look through the Workbook you will note that there are two main areas under each of the section headings:

• WHAT YOU SHOULD KNOW

You will find a list of ERR statements that you need to know as part of your induction programme.

• OVER TO YOU

You will find a few questions designed to check that you know and understand aspects of ERR.

You do not need to complete the Workbook straight away, nor do you have to work through it in any particular order. You should talk to people such as your line manager, training provider or mentor (if you have one) for information, help and advice on some of the sections. You will also need to do some research using your staff manual and (if available) on the Internet.

1. Statutory Rights and Responsibilities

All Learners need to know that employers and employees have a range of statutory responsibilities and rights under Employment Law and that employment can be affected by other legislation as well.

1.1 Contracts of Employment¹

• WHAT YOU SHOULD KNOW

How an employer and employee (you) are governed by the terms and conditions contained within a contract of employment (this may not be in writing).

- Employment contracts are legally binding on both the employer and employee and serve to protect each other's rights and responsibilities.
- The terms (legal parts) of the contract can be in a variety of forms, including:
 - verbally agreed
 - in a written contract (or similar document)
 - in an employee handbook or on a company notice board
 - in an offer letter from your employer
 - required by law, for example, your employer must pay you at least the minimum wage
 - in collective agreements
 - implied terms
- A contract of employment comes into force as soon as a firm offer of employment has been made and accepted, even if agreement has only been verbal e.g. at an interview.
- By law all employees are entitled to a written statement of the key terms and conditions of their employment within two months of starting work, providing the contract is to last for more than one month.
- Conditions of employment can relate to the employee (notice periods, salary/wages, benefits, work hours) or to the company (discipline/grievance procedures, other things required by law).
- Employment contracts may be open-ended (permanent), for temporary periods of employment or for fixed-terms; or for full or part-time work.
- Changes to employment contracts must be made following procedures, which are designed to protect the employee from unfair treatment and ensure consultation on the nature of any changes proposed.
- A Code of Practice exists in case of any conflicts between an individual employee and their employer. There is no legally-binding process for this, but the organisation's grievance procedures should comply with the Code.
- Employees who believe they have been dismissed or otherwise treated unfairly may be able to take their case to an independent Employment Tribunal.
- There are three types of employment status, which indicates a person's rights and responsibilities at work - 'worker', 'employee' or 'self-employed'.
 - Employees are workers, but employees have a wider range of employment rights and responsibilities than other workers (for example, the requirement to give notice if you wish to leave your job).
 - 'Workers' include people working under a variety of contracts. Employees are workers, but have different rights and responsibilities than workers.
 - 'Self-employed' people are not generally covered by employment law, except for some things like health and safety. Rights and responsibilities are determined by the person's contract with their client.

¹ Information from www.direct.gov.uk (Crown Copyright)

- Termination of an employment contract is governed by rules and rights, which protect the employee and employer from unfair treatment.

Businesses in the European Union (EU) that employ at least 20 employees must meet some minimum requirements for informing and consulting employees.

Under Directive 2002/14/EC, you must keep your employees informed of:

- what the business is doing and the economic situation it faces
- what the employment situation is within the business
- any decisions likely to lead to substantial changes in the work organisation or contractual relations

You must also make sure employees' representatives have the time and information to carry out an adequate study and, where necessary, prepare for consultation.

• OVER TO YOU

You will need to know about your contract of employment and/or written terms and conditions statement, the systems and policies and procedures in place to protect your rights and responsibilities and those of your employer.

Q1 *What legislation exists to recognise and protect your terms and conditions of employment on the grounds of sex, marital status, race or disability?*

1)

The terms of an employment contract set out what you and your employer can expect of each other. There are several different types and some do not need to be written down in your employment contract. If there's anything in your contract that you're unsure about, or which is confusing, ask your employer to explain it to you.

You should know what is a legally binding part of your contract and what is not. The legal parts of a contract are known as 'terms'. Contract terms can come from a number of different sources.

Q2 *Can you give at least three examples of legally binding contract terms?*

1)

2)

3)

There are three types of employment status - a 'worker', an 'employee' or 'self-employed'.

Q3 *Find out the basic employment rights for each of the employment status. Name at least three in each category:*

Worker	Employee	Self-employed
1	1	1
2	2	2
3	3	3

You also need to know what you should do if you have a grievance about the terms and conditions of your employment. This may be related to your working hours for example.

Q4 *If you have a grievance, who would you go to?*

Name:

Job Title:

1.2 Anti-discrimination²

The Equality Act 2010 combines previous anti-discrimination legislation into one act, and covers race, sex, sexual orientation, disability, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership and age. It protects against discrimination, harassment and victimisation.

The sex discrimination aspect of the law relates to all types of UK organisations, and covers:

- recruitment
- employment terms and conditions
- pay and benefits
- training
- promotion and transfer opportunities
- redundancy
- dismissal

Everyone has the right to receive equal pay for work of the same value regardless of whether they are a man or woman.

All aspects of employment (or prospective employment) are protected from age discrimination, including:

- recruitment
- employment terms and conditions
- promotions and transfers
- training
- dismissals

All training and promotion opportunities should be publicised to all employees and open to everyone on a fair and equal basis regardless of age.

Employers cannot discriminate against workers because of a physical or mental disability or to fail to make reasonable adjustments to accommodate a worker with a disability. The Equality Act 2010 covers the following in relation to disability:

- application forms
- interview arrangements
- aptitude or proficiency tests
- job offers
- terms of employment including pay
- promotion, transfer and training opportunities
- work-related benefits such as access to recreation or refreshment facilities

² Information from www.direct.gov.uk (Crown Copyright)

- dismissal or redundancy
- discipline and grievances

Anti-discrimination law also protects employees who have made a complaint or intend to complain about unfair treatment.

European Union (EU) anti-discrimination law has been adopted across all member states, including the UK.

Just as in the UK, if you employ anyone within the EU, you must make sure that you do not discriminate against them because of their racial or ethnic origin, religion or belief, disability, age, or sexual orientation. This means:

- giving everyone in your company equal treatment at work and access to training
- making sure that disabled people can work comfortably
- providing equal access to employment
- having an equal pay system

● OVER TO YOU

You will need to know about the Equal Opportunities policies and procedures in your workplace and any exemptions from the law, which is relevant to your occupation.
Sex Discrimination

An employer cannot discriminate against you because:

- of your sex
- you are married or a civil partner
- you have gone through, are going through or intend to go through, gender reassignment (this means someone who changes their sex under medical supervision)

Positive action

In some circumstances, the law allows an employer may encourage or offer support specifically to men or women (called 'positive action').

For example, an employer who has no women managers might offer some training in management skills only to women or encourage them to apply for management jobs.

In some cases, a job can be offered to someone of a particular sex, because of what is called a 'genuine occupational qualification'. Examples could include:

- some jobs in single-sex schools
- jobs in some welfare services
- acting jobs that need a man or a woman³

Q5 Give three examples of aspects that are covered by sex discrimination law.

1)

2)

3)

³ Information from www.direct.gov.uk (Crown Copyright)

Q6 Give three examples when sex discrimination does not apply.

1)

2)

3)

1.3 Age discrimination

Under the Equality Act 2010, you cannot be denied a job, equal chance of training or promotion based on your age, nor can you be harassed or victimised because of it.

The act applies to all employers, private and public sector, the voluntary sector, vocational training providers, trade unions, professional organisations and employer organisations. However, some work activities can only be undertaken by a person over a minimum age.

Employers can't discriminate on the basis of age during recruitment. Your skills should be considered rather than your age. Job descriptions should not refer to age (either specifically or by using language that implies an age, such as 'mature' and 'young' or 'energetic') unless this can be justified. Experience, skills and ability should be considered when these are equivalent to qualifications.

According to the law, it is not permitted on the grounds of age to:

- discriminate directly against you – that is, to treat you less favourably than others because of your age - unless it can be objectively justified
- discriminate indirectly against you – that is, to apply a practice which would disadvantage you because of your age unless it can be objectively justified
- subject you to harassment. Harassment is unwanted conduct that violates your dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment
- victimise you because you have made or intend to make a complaint or allegation or have given or intend to give evidence in relation to a complaint of discrimination on grounds of age
- discriminate against you, in certain circumstances, after the working relationship has ended⁴.

Q7 Name five aspects of employment relating to age that fall under the protection of the Equality Act 2010.

1)

2)

3)

4)

5)

⁴ Information from www.direct.gov.uk (Crown Copyright)

Q8 Name three examples of age discrimination during the recruitment process.

1)

2)

3)

1.4 Disability discrimination⁵

The Equality Act 2010 makes it unlawful to:

- discriminate directly against you – that is, to treat you less favourably than others because of your disability, or because of something connected with your disability, or because you are associated with (e.g. care for) someone with a disability
- discriminate indirectly against you – that is, to apply a practice which would disadvantage you because of your disability unless it can be objectively justified
- subject you to harassment. Harassment is unwanted conduct that violates your dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment
- victimise you because you have made or intend to make a complaint or allegation or have given or intend to give evidence in relation to a complaint of discrimination on grounds of disability
- ask questions, except in certain circumstances, about your health before offering you a job

Q9 Give three examples of disability discrimination

1)

2)

3)

1.5 Working Hours, Rest Breaks and Holiday Entitlements⁶

• WHAT YOU SHOULD KNOW

There are Working Time Regulations (Working Time Directive and Working Time Regulations 1998), which apply to all employers in the UK, regardless of sector or organisation size.

The weekly maximum working hours for adult workers cannot be more than 48 hours a week on average. Your working week is not covered by the working time limits if you have signed a voluntary opt-out agreement (you can only do this if you are 18 or over), or 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

⁵ Information from www.direct.gov.uk (Crown Copyright)

⁶ Information from www.direct.gov.uk (Crown Copyright)

There are special provisions which limit the hours that young workers⁷ can work. The working time of a young worker must not exceed 8 hours a day or 40 hours a week and no young worker (with a few exceptions) can be employed to work between 10 p.m. and 6 am (or if agreed, between 11 p.m. and 7am).

What is 'Working Time'?

Working times includes regular duties as well as:

- 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

It does not include breaks where no work is done (such as lunch), travel between home and work, time on call away from the workplace, travelling outside work hours, unpaid overtime you have volunteered for, paid or unpaid holiday and non-job related training, e.g. evening classes or day-release courses.

Some employees are excluded from these provisions, and there are some situations which may be exempt from different parts of the provision (*for example, seasonal workers in the run-up to Christmas or workers in sectors where the work cannot be interrupted on technical grounds such as with electricity production and transmission, or the fire service*).

Workers are entitled to 5.6 weeks' paid annual leave (holiday), which is calculated pro-rata for part time worker

There are legal rights to time off work for public duties and other functions, not all of which need be paid for by the employer.

There are specific rights and responsibilities that apply in the case of maternity and parental leave.

Rest Breaks

Most workers have the right to take breaks, but whether or not you are paid for them depends on the terms of your employment contract.

Types of breaks

There are different kinds of breaks from work. These include:

- **Rest breaks** (eg lunch breaks, short breaks during the day). Adult workers can have a 20 minute break if they expect to work six hours (this may be your coffee or lunch break). It can be spent away from the workplace and should be in one block somewhere in the middle of your working time. Your employer can say when the break must be taken.
- **Daily rest** (the break between one work day and the next – for most people, overnight). This break should be at least 11 hours for adult workers.
- **Weekly rest**, when you don't come into work for full days (eg the weekend). This should be a minimum of an uninterrupted 24 hours a week or an uninterrupted 48 hours a fortnight for adult workers.

⁷ Young workers are under 18 but over school leaving age (ie beyond the end of the academic year of their 16th birthday)

• WHAT YOU SHOULD KNOW

- The amount of break time you get is usually agreed with your employer (this may be in writing, or just your employer's standard practice).
- There are minimum rest breaks required by law that your employer should give you. Your employer might have to give you longer than required if this reduces a health and safety risk.
- The short rest breaks during the day are often paid (but they don't have to be unless your contract says so). Unless you have to remain on call, daily rest and weekly rest aren't paid.

There are some exceptions to the regulations for some specific job types (such as armed forces, mobile workers and rail workers). The break rules may also apply differently to you if you travel long distances to work, do security/surveillance, constantly work in different places, or work in an industry with busy peak periods or a requirement for round-the-clock staffing. They may also be different in an emergency or risk of accident.

• OVER TO YOU

You will need to know about your working hours and the steps you should take to ask for time off work, including the organisation's policies that apply to time off work for different reasons.

Q10 *What is 'Working Time'?*

Q11 *What are the maximum hours you are allowed to work if you are aged between 16 and 17?*

A day:

A week:

Q12 *How many days paid holiday a year are you entitled to if you are working*

A five day week:

A three day week:

A two day week:

1.6 Maternity/Paternity, Parental and Adoption Leave⁸

• WHAT YOU SHOULD KNOW

Should you become a parent, you will be entitled to a period of maternity, paternity and/or parental leave, which can be paid or unpaid.

- Employers cannot automatically dismiss a woman because she is pregnant.
- All pregnant employees are entitled to take up to one year's (52 weeks) maternity leave, regardless of length of service with the employer. But only 39 weeks are paid for.
- Statutory Maternity Pay (SMP) is paid for 39 weeks:
 - For the first 6 weeks at 90% of your average weekly earning
 - For the remaining 33 weeks the standard rate or a rate equal to 90% of your average weekly earning (whichever is lower).
 - The standard rate from April 2009 is £124.88
- To qualify for maternity leave you must be employed by the same employer continuously for at least 26 weeks into the 15th week before the week your baby is due.
- The notice a woman must give if she is changing her date of return from maternity leave is 8 weeks.
- Optional keeping in touch days have been introduced enabling a woman to work for up to 10 days during her maternity leave period.
- All women have a right to return to work after maternity leave regardless of the size of the employer (e.g. Return to Work).

Paternity Leave

New Fathers can take either one week's or two consecutive weeks' paternity leave, and during this time may be entitled to Paternity Pay. However you cannot take odd days off and if you take two weeks they must be taken together.

The Additional Paternity Leave Regulations from April 2010 entitle male employees who are fathers, partners of mothers or adopters to take up to 26 weeks' paternity leave in the first year of the child's life or its placement for adoption.

This means that the father can share maternity leave with the mother who will be able to return to work anytime after six months, enabling the father to have what remains of the 12 months maternity leave period. This applies to parents of babies born or expected to be born on or after 3 April 2011 or who have been notified of being matched for adoption on or after 3 April 2011.

Parental Leave

Parental leave is a right for parents to take time off work to look after a child or make arrangements for the child's welfare which is subject to certain criteria. Parents can use it to spend more time with children and strike a better balance between their work and family commitments.

Employees get 13 weeks in total for each child. Parents of disabled children get 18 weeks in total. However, strict rules apply to how much can be taken in any given year and it is only available until the child reaches 5 or until the adopted child has been placed for 5 years or until the adopted child reaches 18. Parents of a disabled child can take their 18 weeks until the child reaches 18.

Parents can take leave in blocks of 1 week up to a maximum of 4 weeks in any given year. Parents of a disabled child can take the leave in periods of 1 day at a time.

⁸ Information from www.direct.gov.uk (Crown Copyright)

• OVER TO YOU

Q13 *How much maternity leave are mothers entitled to and how is it paid?*

1)

2)

3)

Q14 *What condition applies for you to qualify to receive Statutory Maternity Pay?*

1)

Q15 *How much paternity leave are fathers entitled to officially?*

1)

Q16 *What is parental leave and how long is it for?*

Time off for dependants

There are allowances for you to take a reasonable amount of unpaid leave to handle an emergency relating to someone who depends on you. An employer can't penalise you for this if your reasons for taking this leave are genuine.

A dependent could include your husband, wife, partner, child, parent, or anyone living in your household as a member of the family, or someone who reasonably relies on you for help in an emergency.

1.7 Absence and Sickness⁹

• WHAT YOU SHOULD KNOW

Employees have a right to receive statutory sick pay if they meet certain criteria. Some employers go beyond this and pay additional entitlements if employees are unwell.

Employees are allowed by their employers to 'self certificate' the first 7 days of their sickness without the need to get a certificate from their local doctor. However, these arrangements may vary from employer to employer.

Doctor's 'sick notes' have been replaced with 'fit notes', or 'Statements of Fitness for Work'. This means that your doctor can let you know how your condition affects your ability to work. This will help your employer to understand how they might be able to help you return to work sooner. Your doctor can:

- advise when you may be fit for work with some support
- suggest common ways to help you return to work
- give information on how your condition will affect what you can do

• OVER TO YOU

You will need to know about your organisation's requirements for giving notice of absence, notification of sickness if you are unable to go to work because of ill-health, the arrangements for sick pay and the procedures you need to follow when you return to work after an illness.

Q17 *What is the statutory level of sick pay?*

⁹ Information from www.direct.gov.uk (Crown Copyright)

1.8 Data Protection and Access to Personal Information

• WHAT YOU SHOULD KNOW

The Data Protection Act gives individuals the right to know what information is held about them including the right to find out what personal information is held on computer and most paper records. When part of your job requires you to process personal information about others a short checklist will help you comply with the Data Protection Act.

Being able to answer 'yes' to every question does not guarantee compliance, and you may need more advice in particular areas, but it should mean that you are heading in the right direction:

1. Is sensitive personal data kept separate from other personal data?
2. Do the people whose information I hold know that I've got it, and are they likely to understand what it will be used for?
3. If I'm asked to pass on personal information, would the people about whom I hold information expect me to do this?
4. Am I satisfied the information is being held securely, whether it's on paper or on computer?
5. Is access to personal information limited to those with a strict need to know?
6. Am I sure the personal information is accurate and up to date?
7. Do I delete or destroy personal information as soon as I have no more need for it?
8. Have I received sufficient training from my employer in carrying out my duties and responsibilities under the Data Protection Act, and am I putting them into practice?

• OVER TO YOU

Apart from knowing your rights as an individual you will also need to know your legal obligations in the workplace and able to comply with the requirements of the Data Protection Act.

Q18 *Provide an answer to three of the eight examples from the above checklist (e.g. answer to 5: Yes, only the HR manager is authorized to see confidential personal information)*

Q19 *How do you exercise your right to access your personnel records? Ask your employer and list below.*

1.9 Health & Safety

• WHAT YOU SHOULD KNOW

The Health and Safety at Work Act (1974) is the main legislation covering health and safety in the workplace.

- Under this Act, employers and employees have certain responsibilities. These are:
- Employers must safeguard as far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them. This applies in particular to the provision and maintenance of a safe plant and safe systems of work and covers all machinery, equipment and substances used.
- People at work (employees) have a duty to take reasonable care to avoid harm to themselves or to others by their work activities, and to co-operate with employers and others in meeting statutory requirements. Employees must not interfere with or misuse anything provided to protect their health, safety or welfare.
- There are many health and safety regulations and codes of practice, which 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.

• OVER TO YOU

You will need to know about:

- The specific health and safety regulations and codes of practice, which apply to your workplace and job and the equipment you use.
- You will need to know about the measures put in place by your employer to provide protection for you and others, e.g. the name of the person who is responsible for health and safety in your workplace and your personal responsibilities.

2. Procedures and Documents within your Organisation

2.1 Contracts of Employment

• WHAT YOU SHOULD KNOW

Your own contract of employment and/or written terms and conditions statement.

- The grievance procedures that should be followed in your own workplace
- The system of payments used in your workplace and the associated documents.

• OVER TO YOU

As already outlined in Section 1 of this Workbook, you will need to know the main terms and conditions of your contract of employment and who to go to if you have a grievance. You also need to know what information you have on your pay slip and how often you are paid, and by what method.

Q20 *List three items that appear on your pay slip and explain briefly what they mean. (For example, National Insurance Number, National Tax Code)*

1)

2)

3)

2.2 Anti-discrimination

• WHAT YOU SHOULD KNOW

Equal Opportunities policies and procedures in your workplace.

- The steps which you should take if you experience or witness discrimination and bullying at work.

Q21 *Identify the legislation that exists to protect you against harassment in the workplace.*

2.3 Working Hours and Holiday Entitlements

• WHAT YOU SHOULD KNOW

- The working hours for your role and rest periods to which you are entitled.
- Steps you should take to request a period of time off work and the organisation's rules that apply to time off work for different reasons.

• OVER TO YOU

You will need to know what hours you are supposed to work, whether it is shifts, what time you are allowed for breaks and how you go about asking for time off for various reasons.

Q22 *Who do you need to contact to request time off work?*

2.4 Sickness Absence and Sick Pay

• WHAT YOU SHOULD KNOW

- Organisational sick pay arrangements relevant to your occupation.
- The rules about 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.

• OVER TO YOU

You will need to know about the organisation's rules for giving notice of absence, notification if you are unable to go to work because of sickness and the arrangements for sick pay. You also need to know what will happen if you do not follow these rules.

Q23 *What are the arrangements for notification of sickness in your organisation? (For example, do you need to contact your place of work before a specific time on your first day of absence?)*

2.5 Data Protection

• WHAT YOU SHOULD KNOW

- Who you report to on matters to do with your personnel record and the procedure to follow to report any changes in their circumstances.
- What type of information is in your personnel record and who has access to it.

• OVER TO YOU

You will need to know who to inform if you have a change of circumstances such as address change or change of name. You also need to know what information is kept about you and who has a right to see that information.

Q24 *List three examples of changes to your personal circumstances that would need to be reported to your employer and to whom you would report these changes.*

1

Report to whom:

2

Report to whom:

3

Report to whom:

2.6 Health and Safety

• WHAT YOU SHOULD KNOW

- The specific health and safety regulations and codes of practice, which apply to your workplace and job.
- The measures put in place by your employer to provide protection for you and others against any risks arising from the work carried out, the environment or the tools, materials or equipment used.

• OVER TO YOU

You will need to know of any regulations and codes of practice on health and safety that apply to your job, how you help to keep yourself and others safe in the workplace and how your work complies with those requirements.

Q25 *Give one example of a health and safety regulation and explain why it applies to your workplace.*

Q26 *Who is the 'nominated person' in your workplace responsible for the First Aid arrangements?*

Name:

Job Title:

3. Sources of information and advice about Employment Rights and Responsibilities

3.1 Internal Sources

• WHAT YOU SHOULD KNOW

- The range of information made available to you by your employer on matters relating to your employment and working practice and where this can be obtained.

• OVER TO YOU

You will need to know who to go to for information and advice in your organisation – this can be on a range of topics related to:

- Employment and personnel issues
- Training
- Additional Learning Support
- Assessment

Q27 *Where would you find information within your organisation about:*

1) *Personnel issues (e.g. annual leave entitlement)*

2) *Training opportunities (e.g. in-house training, qualifications)*

3) *Additional Learning Support (e.g. for a learning difficulty, medical condition or disability)*

3.2 External Sources:

• WHAT YOU SHOULD KNOW

- Other information sources that may be available outside the workplace, what they provide and how to use them.

• OVER TO YOU

You will need to know where to go for information outside your organisation. This can be obtained from a range of sources such as:

- Citizen's Advice Bureaux
- Trades Unions
- Access to Work contact centres

Q28 Which external source(s) would you turn to for information relating to:

1) *Health and Safety at Work*

2) *Equal Opportunities*

3) *Data protection*

4) *Access to Work*

Some organisations are listed at the end of this Workbook. You may need to refer to this list or search the Internet.

4. About your Occupation and Organisation

• WHAT YOU SHOULD KNOW

- The type of organisation you work for, in terms of the following factors:
 - the number of people they employ
 - the type of market in which they operate
 - whether there are any issues of public concern that affect your organisation and/or industry
- The type of changes that have been taking place in your sector over recent years which have affected individual's working practices and the way in which organisations operate.
- The impact, if any, that these changes have had on your organisation and the way in which your job role is carried out.
- How your organisation is structured.
- The different ways in which organisations carry out different tasks such as, finance, operations, personnel, marketing, health and safety, etc.
- The different ways in which the tasks outlined above may be split between different people, departments and/or sites.
- What steps you should take to try to ensure you interact effectively with colleagues and contacts in the workplace and why this is important to the organisation.

• OVER TO YOU

Roles vary from one organisation to the next and have faced many changes over recent years that have affected working practices and the way in which organisations operate.

Q29 *What are the main changes that have taken place in your sector over the last few years? You may wish to think about some of the changes in technology or the centralisation of tasks for example. List at least three changes.*

1)

2)

3)

Q30 *Give an example of how any of the changes in Q29 have affected roles in your organisation.*

Q31 Describe the main tasks that are part of your job role. List a maximum of four.

1)

2)

3)

4)

Q32 Draw a chart of your organisation (or department), everyone's job roles and to whom they are responsible. sure you include yourself. If your organisation already has a chart, amend it to include yourself.

5. Occupations and Career Pathways

• WHAT YOU SHOULD KNOW

- Occupations may be very specialised to a particular industry for example, Car Manufacturing, Website Design or Banking.
- The requirements and characteristics of typical career paths associated with your occupation.
- The main stages and requirements of the development programme which you are pursuing and what training and development opportunities your organisation provide in relation to this.

• OVER TO YOU

You need to know what opportunities are available to you and the different career paths you can take and how to access them. You need to know about training and development and how this can progress your career.

Q.33 *List the opportunities for training and development provided by your employer (this could be short courses, qualifications, in-house training, etc).*

Q34 *With whom can you discuss these options?*

Name:

Job Title:

6. Representative Bodies relevant to you and your Organisation

6.1 Representation

Within any industry there are a range of representative bodies that promote the views of a group of people with common interests.

The representative bodies collect the views of their members and act as their voice in discussions with other groups on issues that affect them all. Representation occurs both within an organisation and other bodies. Representation between different bodies can occur at local and national levels as well.

• WHAT YOU SHOULD KNOW

- If there are any trade unions relevant to your occupation, in representing and protecting the common interests of employees.
- If there are any professional bodies relevant to your occupation.
- If there are any regulatory bodies relevant to your industry and occupation for example, British Medical Association.
- The name and role of the Standard Setting Organisation relevant to your occupation.

• OVER TO YOU

You will need to know the names and roles of your Standard Setting Organisation, any professional/representative, regulatory bodies, trades unions, consumer groups and employer organisations.

Q35 Describe the role and purpose of the Health and Safety Executive.

Q36 Say what the main trade union is for your occupation and what it does.

Q37 *Name the Standard Setting Organisation in your sector and explain briefly what it does.*

7. Evidence Record Check List

Question Number	Completed	Comments
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Completion of the Apprenticeship ERR Workbook

FRAMEWORK	
Business & Administration	
Campaigning	
Contact Centre	
Customer Service	
Fundraising	
Marketing & Communication	
Sales & Telesales	
Team Leading & Management	
Volunteer Management	

We, the undersigned, agree that the knowledge and understanding covered in the employment responsibilities and rights workbook developed by the CFA, has been completed by the apprentice named below:

APPRENTICE DETAILS	
Name of Apprentice	
Date of Birth	
Signature	
Candidate Number	
Name of Employer / line manager	
Signature	

TRAINING PROVIDER DETAILS	
Name of Training Provider	
Address	
Postcode	

A copy of this page should be retained in the workbook. The original (signed) version should be returned to the CFA upon completion of the relevant framework with copies of all the evidence required.

8. Useful Addresses/Contacts

BOOKLETS AND ADVICE ON EMPLOYMENT MATTERS

Advisory, Conciliation and Arbitration Service (ACAS)

www.acas.org.uk

Helpline:

Telephone: 08457 47 47 47 (Mon - Fri 08:00 - 20:00, Sat 9:00-13:00)

Minicom: 08456 06 16 00 (Mon - Fri 08:00 - 20:00)

Head Office:

Euston Tower

286 Euston Road

London NW1 3JJ

Telephone: 0207 396 0022

ACAS Publications:

Telephone: 08702 42 90 90

Fax: 020 8867 3225

Email: acas@ecgroup.co.uk

CAREERS ADVICE

Your local Careers/Connexions direct service:

www.connexions.gov.uk

National and local advice services:

www.careerswales.com

Department of Employment and Learning (Northern Ireland):

www.delni.gov.uk

INFORMATION ABOUT APPRENTICESHIP FRAMEWORKS AND NATIONAL OCCUPATIONAL STANDARDS

CfA Business Skills at Work

www.cfa.uk.com

6 Graphite Square

Vauxhall Walk

London, SE11 5EE

Telephone: 020 7091 9620

Skills - Third Sector

www.skills-thirdsector.org.uk

The Circle

33 Rockingham Lane

Sheffield, S1 4FW

Telephone: 0845 450 3860

GENERAL ADVICE

Citizen's Advice Bureau

<https://www.citizensadvice.org.uk/>

Adviceguide

www.adviceguide.org.uk

England: <http://www.adviceguide.org.uk/index/life/employment.htm>

Scotland: <http://www.adviceguide.org.uk/scotland.htm>

Northern Ireland: <http://www.adviceguide.org.uk/nireland.htm>

Wales: <http://www.adviceguide.org.uk/wales.htm>

EDUCATION ADVICE

Department for Education (England)

www.education.gov.uk

Castle View House, East Lane, Runcorn, Cheshire WA7 2GJ

Telephone: 0870 000 2288 - Phone lines are open 9.00-17.00, Monday to Friday

Typetalk: 18001 0870 000 2288

Fax: 01928 794248

Department for Children, Education, Lifelong Learning and Skills (Wales)

www.learning.wales.gov.uk

3rd Floor, Pillar MO1/02, Welsh Assembly Government, Cathays Park, Cardiff CF10 3NQ

Telephone:

English: 0300 0603300 or 0845 010 3300

Welsh: 0300 0604400 or 0845 010 4400

Department of Education (Northern Ireland)

www.deni.gov.uk

Rathgael House, Balloo Road, Bangor BT19 7PR

Telephone: 028 9127 9279

Typetalk: 18001 028 9127 9279

Department for Business, Innovation & Skills

www.bis.gov.uk

1 Victoria Street, London SW1H 0ET

Telephone: 020 7215 5000

Minicom: 020 7215 6740

GOVERNMENT AND PUBLIC SERVICES

Directgov

www.direct.gov.uk

Equality and Human Rights Commission

www.equalityhumanrights.com

England Helpline: 0845 604 6610 **Textphone:** 0845 604 6620

Scotland Helpline: 0845 604 5510 **Textphone:** 0845 604 5520

Wales Helpline: 0845 604 8810 **Textphone:** 0845 604 8820

Main regional offices

Manchester: Arndale House, The Arndale Centre, Manchester M4 3AQ

Telephone: 0161 829 8100 (non helpline calls only)

Fax: 0161 829 8110

info@equalityhumanrights.com

London: 3 More London, Riverside Tooley Street, London SE1 2RG

Telephone: 020 3117 0235 (non helpline calls only)

Fax: 0203 117 0237

info@equalityhumanrights.com

Cardiff: 3rd floor, 3 Callaghan Square, Cardiff CF10 5BT

Telephone: 02920 447710 (non helpline calls only)

Textphone: 029 20447713

Fax: 02920 447712

wales@equalityhumanrights.com

Glasgow: The Optima Building, 58 Robertson Street, Glasgow G2 8DU

Telephone: 0141 228 5910 (non helpline calls only)

Fax: 0141 228 5912

scotland@equalityhumanrights.com

Information Commissioner's Office - Independent authority which upholds information rights in the public interest
www.informationcommissioner.gov.uk

National Institute for Careers Education and Counselling (NICEC)

website@crac.org.uk

Within CRAC: The Career Development Organisation

Telephone: 01223 460277

Skills Funding Agency

<http://skillsfundingagency.bis.gov.uk/>

Cheylesmore House, Quinton Road, Coventry CV1 2WT

Telephone: 0845 377 5000

info@skillsfundingagency.bis.gov.uk

Young Peoples Learning Agency

<http://www.ypla.gov.uk/>

Telephone:

0800 121 8989 (learner support helpline)

0845 337 2000 (general enquiries)

enquiries@ypla.gov.uk

Trades Union Congress - information about training in work and trade unions

www.tuc.org.uk

Congress House, Great Russell Street, London WC1B 3LS

Telephone: 020 7636 4030

HEALTH AND SAFETY

Health and Safety Executive

www.hse.gov.uk

HSE Infoline: 0845 345 0055

Fax: 0845 408 9566

Minicom: 0845 408 9577

hse.infoline@connaught.plc.uk

London Office

2 Southwark Bridge, LONDON SE1 9HS

HSE Books (Books & On-line literature)

www.hse.gov.uk

PO Box 1999, Sudbury, Suffolk CO10 2WA

Telephone: 01787 881165

hsebooks@prolog.uk.com

9. Glossary of Terms

In this section of the workbook we provide you with a glossary of terms that you may come across in the course of your Apprenticeship.

Term	Definition
Apprenticeships	<p>Structured work-based training programmes. These are mainly at two levels:</p> <ul style="list-style-type: none"> • Apprenticeships leading to an NVQ level 2, associated functional skills, technical certificate and possibly other enhancements decided by employers • Advanced Apprenticeships leading to an NVQ level 3, associated functional skills, technical certificate and possibly other enhancements decided by employers <p>Funding support for the training may be available from the Skills Funding Agency.</p>
Careers Wales	Careers Wales provides free, bilingual, impartial careers information, advice and guidance for all ages – bringing education and business together.
CfA Business Skills at Work	The organisation responsible for the overview of vocational education and training in business skills areas including Business & Administration, Management, Marketing and Sales, Customer Service and Contact Centres. It is responsible for developing standards and qualifications which are based on best practice in the workplace.
Connexions	Connexions provides advice on careers and learning to 13-19 year-olds living in England. It also provides support up to the age of 25 for young people who have learning difficulties or disabilities (or both).
Learn direct	Provides access to innovative and high quality learning opportunities, most of which are available online. Designed to fit learning into other commitments.
Learning and Skills Improvement Service (LSIS)	Responsible for developing and providing resources that help colleges and providers implement initiatives and improve quality. This is achieved by commissioning products and services, identifying and sharing good practice throughout the system, and providing tailored programmes of support.
National Occupational Standards	Standards of performance required for individuals to work effectively and efficiently in their occupational area. They are devised by people working in the occupational area and contain statements of skill needs as well as required underpinning knowledge. Their development and review are managed by the appropriate Standards Setting Organisation (SSO).
NVQ	National Vocational Qualification: vocationally based qualifications developed from the National Occupational Standards and broken down into units or 'modules'.
Skills - Third Sector	The organisation responsible for the overview of vocational education and training in the voluntary sector. It is responsible for developing standards and qualifications which are based on best practice in the voluntary sector and aims to make it easier for people in charities and social enterprises to have the right skills to make a difference to people and their communities
Standards Setting Organisations	Organisations approved by Government to identify and manage the learning needs of all workers within their sectors. This includes developing National Occupational Standards, NVQ/SVQs and Modern Apprenticeship Frameworks.