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Business & Administration Apprenticeship Framework

**ERR Workbook
(Technical Certificate only)
August 2007**

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Dear Learner

Welcome to the Business & Administration Apprenticeship (BAA) Framework. You have now joined one of the most successful programmes in the UK. Business & Administration represents one of the largest workforces and pivotal to any business. The success of every business stands relies on effective administration skills.

On completion of your Business & Administration Level 2 Apprenticeship or Level 3 Advanced Apprenticeship you will have acquired new skills and knowledge, which will lead you towards a successful career. You will also be gaining other qualifications, which employers regard to be important such as Key Skills and a Technical Certificate.

This may be your first experience of being in employment, or 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 you¹. This is called an induction programme which will form the initial part of your Business & Administration 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

¹ If you are a learner who is not directly employed by an employer, you should use the systems and procedures of the employer who is providing you with work based learning opportunities to answer the questions.

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 Business & Administration (BA) 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 undergoing a BA Apprenticeship programme, to some degree you have an administrative job role. Because Administration is a generic skill set that is needed in every type of sector and organisation we know that apprentices completing this book will be working in a wide variety of settings, from education to construction.

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

Job Role	Industry	Sector
School Administrator	Language School	Education
Receptionist	Hotel	Hospitality
Site Administrator	Building	Construction
Farm Administrator	Sheep Farming	Agriculture

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 Employment

What you need to know:

- How an employer and employee (you) are governed by the terms and conditions contained within a contract of employment.
- Employment contracts are legally binding on both the employer and employee and serve to protect each other's rights and responsibilities.
- 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 (Employment Rights Act 1996) 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.
- 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.
- Termination of an employment contract is governed by rules and rights, which protect the employee and employer from unfair treatment.
- Codes of practice exist in case of any conflicts between an individual employee and their employer. These are laid down in the organisation's grievance procedures.
- Employees who believe they have been dismissed or otherwise treated unfairly have the right to take their case to an independent Employment Tribunal and the procedures that have been followed by their employer.
- Some people are self-employed. They have different rights and responsibilities with regard to their entitlement to a range of statutory benefits. If they offer a service (e.g. plumbing, gardening, accountancy services etc) they enter into a different kind of contract with the person or organisation for whom they carry out any work. This is governed by different legislation.

Over to you:

You will need to know about your contract of employment² 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? List at least three.

- 1)
- 2).....
- 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.

Q2 If you have a grievance, who would you go to?

Name:

Job Title:.....

1.2 Sustainable Development

All learners need to understand that Sustainable Development is based on production and consumption and that every employer and employee has a duty to preserve the environment.

What you need to know:

Sustainable Development encourages the conservation of

- natural resources and of the environment
- the management of energy
- waste and transportation

Sustainable Development is not just about the environment, but about the economy and our society as well. Agenda 21 is a commitment to sustainable development and aims to deal with today's social and environmental problems, such as air pollution, deforestation, health, overpopulation, poverty, energy consumption, waste production and transport issues.

² Remember if you are not directly employed by the employer with whom you are learning, ask them for a copy of their standard contract/terms and conditions, etc. and use these to help you.

Sustainable development can only be achieved if everybody learns to adopt more sustainable behaviour.

Over to you:

You will need to be aware about the rules and regulations of sustainable development and how they affect your place of work.

Q3 Name the three elements that are central to Sustainable Development

1.
2.
3.

Q4 What is Sustainable Development based on?

.....
.....

Q5 What is Agenda 21? Name five items Agenda 21 must deal with.

.....
.....
.....
.....

1.3 Anti-discrimination

Under the recent Age discrimination law, employers will have to review a wide range of policies and practices that are potentially directly or indirectly age discriminatory. Some of the areas that an employer needs to be aware of are:

What you need to know:

- Employees are legally protected not to be discriminated against with regard to gender, race, disability, age, religion/religious belief and sexual orientation during the period of employment.
- The sex discrimination act also provides protection against discrimination, harassment and victimisation on the grounds of gender, marriage, pregnancy, maternity leave or because someone intends to undergo, is undergoing or has undergone gender reassignment.
- The Disability Discrimination Act (DDA) defines a disabled person as someone who 'has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities.
- Anti-discrimination protects employees who have made a complaint or intend to complain about unfair treatment.

- Everyone has the right to receive equal pay regardless of whether they are a man or woman (Equal Pay Act)
- All training and promotion opportunities should be publicised to all employees and open to everyone on a fair and equal basis regardless of age.

Over to you:

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

Q6 Name three areas the sex discrimination act protects employees from

.....

.....

.....

Q7 How would you describe disability?

.....

.....

.....

1.4 Age discrimination

Discrimination on the basis of age, e.g. young or old has become unlawful from 1st October 2006.

The new regulations on age discrimination apply to all employers, private and public sector, vocational training providers, trade unions, professional organisations and employer organisations. However, there are certain work activities which require a person to have reached a minimum age before they can carry them out.

The new regulations make it unlawful 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 ended.

And it is illegal to discriminate against age during recruitment:

- Recruitment has to be based upon the skills required to do the job and not on age.
- Any reference to age in both the job description and the person specification if it cannot be justified.
- Relevant experience, skills and ability is more important than insisting on particular qualifications.
- Job adverts should avoid language that might imply a certain age, such as 'mature', 'young', or 'energetic'.

Over to you:

You will need to know the types of areas that may be interpreted as age discrimination and what you can do to avoid it.

Q8 Explain the difference between 'direct' and 'indirect' discrimination.

.....

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.....

Q9 What is Harassment?

.....

.....

.....

Q10 What must recruitment be based on?

.....

.....

1.5 Working Hours and Holiday Entitlements

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. They set rules about the amount of time that employees can work and the amount of rest time to which you are entitled. This will include time spent on off-the-job training, which you are required to do by your employer. 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. New rules introduced with effect from 6th April 2003 by Working Time (Amendment) Regulations 2002, SI 2002/3128 Section 6 stipulate the working time of a young worker must not exceed 8 hours a day or 40 hours a week and no young worker can be employed to work between 10 p.m. and 6 am (or in some situations between 11 p.m. and 7 am)³.
- What is 'Working Time'? Working times includes Lunches, when a worker has to travel as part of his/her work, e.g. repair person and sales person, when a worker is undertaking training that is job-related and time spent abroad working if a worker works for an employer who carries on business in Northern Ireland. It does not include travel between home and work 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 with regard to 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.*
Both employees and employers have legal rights and responsibilities about the amount and timing of holidays taken from work. Every worker, whether part-time or full-time is entitled to 24 days, paid annual leave (holiday) starting as from October 2007. However, there is no statutory right to time off for bank holidays and therefore the 24 days are inclusive of bank holidays.
- 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.

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. This should be covered as part of your NVQ/Technical Certificate.

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

A day:..... **A week:**

³ <http://www.opsi.gov.uk/si/si2002/20023128.htm>

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/Parental and Adoption Leave

What you need to know:

As from 1 April 2007 there have been a number of changes to the maternity and paternity leave rights. These changes include:

- 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. You will get whichever rate is lower.
 - The standard rate from April 2007 is £112.75
- To qualify for maternity leave you must be an 'employee'.
- If you have the right to receive SMP, you'll get it even if you decide to leave your job before you start receiving SMP. You don't have to repay it if you decide not to go back to work or leave your job whilst getting SMP.
- the notice a woman must give if she is changing her date of return from maternity leave has been increased from 28 days to 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.

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.

Over to you

As from April 2007 a new Maternity Legislation will be enforced. It makes significant changes to the rights of both parents, father and mother, as well as couples who are adopting a child.

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

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.....
.....

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

.....

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

.....

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

.....
.....
.....
.....

1.7 Absence and Sickness

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.
- Should you become a parent, you will be entitled to a period of maternity, paternity and/or paternal leave, which can be paid or unpaid.
- Employers cannot automatically dismiss a woman because she is pregnant and the entitlement to maternity leave does not depend on how long the woman has worked for the employer.

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 and the arrangements for sick pay.

Q17 What is the statutory level of sick pay?

.....

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

.....

Q19 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

.....

.....

.....

.....

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.**

This should be covered as part of your NVQ and Technical Certificate.

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. This should be covered as part of your NVQ and Technical Certificate. 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.

Sexual harassment:

.....

Racial harassment:

.....

Harassment with the use of threatening, abusive, insulting or disorderly behaviour intended to cause harassment, alarm or distress:

.....

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?

Name:

Job Title:

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.

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.....
.....
.....

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**
- **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, NVQs)*

.....

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**

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

1) *Health and Safety at Work*

.....

2) *Race Relations*

.....

3) *Data Protection*

.....

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
- The type of changes that have been taking place in business administration 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 administrative tasks such as, finance, operations, personnel, marketing, health and safety, etc.
- The different ways in which the administrative 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:

Administration 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 business administration over the last few years? You may wish to think about some of the changes in technology or the centralisation of administrative 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 administrative roles in your organisation.

.....
.....
.....

Q31 Describe the main administrative 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. Make 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 such as Legal Administration, Medical Administration or School Administration.
- 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, NVQs, in-house training, etc).

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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/Sector Bodies relevant to your occupation.

Over to you:

You will need to know the name and role of your Standard Setting/Sector Bodies, any professional/representative, regulatory bodies, trades unions, consumer groups and employer organisations.

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

.....
.....
.....
.....

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

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.....

Q37 Give the name and address of the Standard Setting/Sector Bodies responsible for Business Administration. Explain briefly what it does.

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7. Evidence Record Check List

Question Number	Completed	Comments
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8. Useful Addresses/Contacts

<p>Advisory Conciliation and Arbitration Service (ACAS) – booklets and advice on employment matters. Head Office, Brandon House, 180 Borough High Street, London, SE1 1LW Tel: 020 7210 3000 www.acas.org.uk</p>	<p>ACAS Publications: ACAS Reader Ltd, PO Box 16, Earl Shilton, Leicester, LE9 8ZZ Tel: 01455 852225</p>
<p>Adviceguide – information about a range of topics, including contact details of the National Association of Citizen’s Advice Bureaux www.adviceguide.org.uk</p>	<p>Careers Advice: Your local Careers/Connexions service National and local advice services such as the Careers/Connexions service: www.connexions.gov.uk www.careerswales.com www.delni.gov.uk</p>
<p>The Council for Administration – information about Modern Apprenticeship Frameworks and National Occupational Standards 6 Graphite Square, Vauxhall Walk, London, SE11 5EE Tel: 020 7021 9620 www.cfa.uk.com</p>	<p>Department for Education and Skills Moorfoot, Sheffield, S1 4PQ Tel: 0870 000 2288 www.dfes.gov.uk Learning Wales National Assembly for Wales, Cardiff Bay, Cardiff, CF99 1NA Tel: 02920 825111 www.learning.wales.gov.uk Department for Education Northern Ireland Rathgael House, 43 Balloo Road, Bangor, Co Down, BT19 7PR Tel: 02871 319000 www.deni.gov.uk</p>
<p>Department for Trade and Industry - information about work-related queries Enquiry Unit, 1 Victoria Street, London, SW1H 0ET Enquiry Line: 020 7215 5000 www.dti.gov.uk</p>	<p>Equal Opportunities Commission Arndale House, Arndale Centre Manchester M4 3EQ Tel: 0161 833 9244 www.eoc.org.uk The Commission for Racial Equality St Dunstan's House, 201-211 Borough High Street, London, SE1 1GZ Tel: 020 7939 0000 www.cre.gov.uk</p>
<p>Health & Safety Executive HSE Infoline 0870 545500 Fax: 02920 859260 www.hse.gov.uk</p>	<p>Health & Safety Books & On-line literature PO Box 1999, Sudbury, Suffolk, CO10 6FS http://www.hse.gov.uk/</p>

<p>Learning and Skills Council – information and advice about all Post 16 learning - England Cheylesmore House, Quinton Road, Coventry, Cv1 2WT Tel: 0845 019 4170 www.lsc.gov.uk</p> <p>Elwa information and advice about all Post 16 learning - Wales Tel: 08456 088066 www.elwa.ac.uk</p>	<p>Local Training Consult your local telephone directory for: Local Learning and Skills Council Local colleges or training providers</p>
<p>National Institute of Careers Education and Counselling (NICEC) Centre for Guidance Studies, University of Derby, S413, Kedleston Road, Derby, DE22 1GB Tel: 01332 621351</p>	<p>Trade Union Council - information about training in work and trade unions Congress House, Great Russell Street, London, WC1B 3LS Tel: 020 7636 4030 www.tuc.org.uk</p>
<p>Information Commissioner www.informationcommissioner.gov.uk</p>	<p>Citizen's Advice Bureau www.nacab.org.uk</p>

11. Awarding and Professional Bodies

Awarding Bodies:

<p>City & Guilds 1 Giltspur Street, London, EC1A 9DD Tel: 020 7294 2800 www.city-and-guilds.co.uk</p>	<p>EAL EMTA House, 14 Upton Road, Watford, Herts, WD18 0JT Tel: 01923 652 400 www.eal.org.uk</p>
<p>Edexcel Stewart House, 32 Russell Square, London, EC1B 5DN Tel: 020 7393 4444 www.edexcel.org.uk</p>	<p>EDI International House, Siskin Parkway East, Middlemarch Business Park, Coventry, CV3 4PT Tel: 02476 516 500 www.ediplc.com</p>
<p>OCR Westwood Way, Coventry, CV4 8HS Tel: 01203 421944 www.ocr.org.uk</p>	

Professional Bodies: This is just a sample, there are many more

<p>AMPSAR – Association of Medical Secretaries, Practice Managers, Administrators and Receptionists Tavistock House North, Tavistock Square, London, WC1H 9LN Tel: 020 7387 6005 www.ampsar.co.uk</p>	<p>AUA – Association of University Administrators AUA National Office, University of Manchester, Oxford Road, Manchester, M13 9PL Tel: 0161 275 0263 www.aua.ac.uk</p>
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<p>IAGSA – Institute of Agriculture Secretaries and Administrators National Agriculture Centre, Stoneleigh, Kenilworth, CV8 2LZ Tel: 0247 669 6592 www.iagsa.co.uk</p>	<p>ICSA – Institute of Chartered Secretaries and Administrators 16 Park Crescent, London, W1B 1AH Tel: 020 7580 4741 www.icsa.org.uk</p>
<p>ILEX – Institute of Legal Executives Kempston Manor, Manor Road, Kempston, Bedford, Bedfordshire, MK42 Tel: 01234 841 000 www.ilex.org.uk</p>	<p>IMI - Institute of the Motor Industry Fanshaws, Brickendon, Herts, SG13 8PQ Tel: 01992 511 521 www.motor.org.uk</p>
<p>CMI - Chartered Management Institute Management House, Cottingham Road, Corby, Northants, NN17 1TT Tel: 01536 204 333 www.inst-mgt.org.uk</p>	

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 Business Administration Apprenticeship.

Term	Definition
Connexions	The service to provide a comprehensive support for all young people between the ages of 13 and 19. They will provide information, advice and guidance about learning and work as well as acting as a referral agency for young people who may be encountering social problems, etc
The Council for Administration (CfA)	The organisation responsible for the overview of vocational education and training in Administration. They are responsible for developing standards and qualifications which are based on best practice in the workplace
Department for Education and Skills (DfES)	Department for Education and Skills: the Government Department responsible for supporting the development and implementation of education and training programmes across England
Learning and Skills Council (LSC)	A national body set up by the Government in April 2001. They manage the provision of funding for and quality of provision of all Government Funded education and training, post 16, excluding Higher education. This includes 6 th form colleges, training providers and employers involved in the delivery of learning programmes such as apprenticeships
Local Learning and Skills Council (LLSC)	There are 47 local Learning and Skills Councils. These are responsible to the National LSC in terms of carrying out national policy for the support of education and training programmes. They all work locally and respond to local needs and priorities
Learn direct	Organisation working with the University of Industry (Ufi) to provide access to innovative and high quality learning opportunities, most of which are available online. Designed to fit learning into other commitments

Apprenticeships	<p>Structured training programmes open to young people under the age of 25. These are at two levels:</p> <ul style="list-style-type: none"> • Apprenticeships leading to an NVQ level 2, associated key skills, technical certificate and possibly other enhancements decided by employers • Advanced Apprenticeships leading to an NVQ level 3, associated key skills, technical certificate and possibly other enhancements decided by employers <p>Funding support for the training may be available from the LSC</p>
National Occupational Standards	<p>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 Sector Skills Council (SSC)/ Standards Setting Body (SSB)</p>
NVQ	<p>National Vocational Qualification: vocationally based qualifications developed from the National Occupational Standards and broken down into units or 'modules'</p>
Sector Skills Councils/Standards Setting Body (formerly National Training Organisations)	<p>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</p>
University for Industry (Ufi)	<p>Part of the Government's Lifelong Learning agenda with the aim of putting individuals in a better position to get a job, improve their careers prospects and boost business competitiveness. The learning services are delivered through Learn Direct</p>

