



Employment Responsibilities and Rights ICS Induction Checklist

Framework Number 4

This checklist shows where Employment Responsibilities and Rights must be covered and used as evidence for achievement of the Customer Service Apprenticeship Frameworks in England, Wales and Northern Ireland

1st August 2006

Introduction to the Induction Checklist

This Induction Checklist identifies the Employment Rights and Responsibilities evidence needed for Apprentices taking part in the:

- **Customer Service Apprenticeship (England)**
- **Customer Service Foundation Modern Apprenticeship (Wales)**
- **Customer Service Advanced Apprenticeship (England)**
- **Customer Service Modern Apprenticeship (Wales).**

An Apprentice must complete this Checklist to be able to claim a Customer Service Apprenticeship Completion Certificate.

Evidence of completion of ERR at Induction

The Apprentice must complete the Checklist by filling in the appropriate column .

An **Instruction Date (blue column)** should be given if the evidence for the statement comes from a taught programme of learning.

A **Named Person (yellow column)** should be given if the evidence for the statement involves giving a contact persons name.

A **Document Code (green column)** involves numbering and logging a document that is important regarding the statement i.e. Code of Practice of organisation, health and safety statements etc, training programme details. These documents should be kept in a reference folder, by the Apprentice, for referral throughout the Apprenticeship and for inspection purposes.

Completion Certificate

On completion of the Checklist the back page must be completed and signed by the Apprentice, Verifier and Provider. It must be sent to the ICS with the Certificate Application Form and other evidence on completion of the Apprenticeship.

Failure to do this will mean that the Apprentice will not be entitled to a Customer Service Apprenticeship Completion Certificate.

If you have problems completing this Checklist there is a Q&A document on the ICS website to give you assistance.

Target 1: Statutory Rights and Responsibilities

	Evidence Record		
	Instruction Date	Named Person	Document Code
I know and understand what a contract of employment is and why it is necessary.			
I know about the rules and my rights if changes to my employment contract are made or if my contract of employment is terminated.			
I know and understand the grievance procedures in my organisation and why they are necessary.			
I know and understand about rules set out in The Working Time Regulations 1998 and how this affects my working hours.			
I have agreed my working hours, holiday entitlement and sick pay conditions with my employer.			

Target 2: Procedures and Documentations

	Evidence Record		
	Instruction Date	Named Person	Document Code
I know and understand the terms and conditions of my contract of employment.			
I know who I should contact and what I can expect to happen if I: <ul style="list-style-type: none"> • have a grievance at work • want to report an incident which happened at work • am involved in a disciplinary process 			
I understand the information on my pay statement			
I know the working hours and rest periods I am entitled to in my job.			

Target 3: Sources of Information and Advice

	Evidence Record		
	Instruction Date	Named Person	Document Code
I know the type of information available about employment issues, and where to get it, .from within my organisation.			
I know the type of information available about employment issues, and where to get it from outside my organisation.			
<p>I know what my rights are, what to do and who to go to if I need time off work for any of the following:</p> <ul style="list-style-type: none"> • a holiday • for family reasons • for a medical/dental reason • to take part in public duties (e.g. acting as a juror or trades union duties) 			
I know the rules about how and when I must notify my employer if I am unable to come to work because of ill-health and what would happen if I didn't follow the rules.			
I know what type of information is kept in my personnel record and who has access to it.			
I know who to report to if I have a change of personal circumstances.			

Target 4: The Apprentice's Role and Occupation

	Evidence Record		
	Instruction Date	Named Person	Document Code
I know the different sectors that make up the industry I am working in.			
I know which sector I am working in.			
I know about the supply chain within my industry and where my organisation fits in with this.			
I know the: <ul style="list-style-type: none"> • number of people my organisation employs • the size of the turnover of my organisation • the type of market in which I operate • ownership of the organisation 			
I know and understand about the right and legal protection not to be discriminated against on the grounds of: <ul style="list-style-type: none"> • gender • race • disability 			
I know the sorts of changes that have been taking place in my sector over recent years and how this has affected my working practices and the way the organisation operates.			

Target 5: Career Pathways

	Evidence Record		
	Instruction Date	Named Person	Document Code
I know the different occupations that people have in my industry.			
I understand about the occupation my training and development is preparing me for.			
I understand the types of Career that I can go into following completion of the Customer Service Apprenticeship.			
I know the training and development opportunities offered by my organisation and who to go to if I want to make use of them.			

Target 6: Representative Bodies

	Evidence Record		
	Instruction Date	Named Person	Document Code
I know about the Institute of Customer Service who they are, what they do and why they are there.			
I know about SSCs for my industry, who they are, what they do and why they are there.			

Target 7: Occupation, Training and career opportunities

	Evidence Record		
	Instruction Date	Named Person	Document Code
I know what sources of information and advice are available about training and career opportunities inside my organisation.			
I know what sources of information and advice are available about training and careers opportunities outside of my organisation.			

Target 8: The Organisation's Principles and Codes of practice

	Evidence Record		
	Instruction Date	Named Person	Document Code
I know about the principles by which my organisation operates and how these are made known to: <ul style="list-style-type: none"> • employees • customers • suppliers • the community. 			



Customer Service ERR – Induction Programme Record of Achievement

Training Provided By:	
Training Supervisor:	
Name of Employer:	
Name of Apprentice:	

Candidate Response

I certify that I have successfully completed this Personal Induction Guide and submit this document as evidence.

Signature _____ Date _____

Verification Record

This is to certify that has successful completed the Customer Service Apprentice Induction programme for.

please tick

- The Customer Service Apprenticeship (England)
- The Customer Service Foundation Modern Apprenticeship (Wales)
- The Customer Service Advanced Apprenticeship – (England)
- The Customer Service Modern Apprenticeship (Wales)

Signature (Supervisor) _____ Date _____

Signature (Verifier) _____ Date _____