

# Employability Skills

Level 1

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

**Personal Information**

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

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

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

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

Are you currently employed?  YES  NO

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

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

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

## Introduction

This unit is about some of the key aspects of working life, for example, what it means to be an employee.

## Aims

The unit aims to enable you to:

- Understand the difference between types of businesses and work organisations, their purposes and customers.
- Understand why you need to adopt particular attitudes in different work situations.
- Demonstrate how you can meet an employer's expectations of you.

## Content

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

The unit is divided into three sections:

**Section 1: Types of businesses, work organisations and customers**

**Section 2: Appropriate attitudes in the workplace**

**Section 3: Meeting employers' expectations**

## Assessment

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

Each section has a written assessment that you must complete once you have worked your way through the section. When you have completed all the section assessments for this unit, you should submit them to your tutor who will give you detailed written feedback on your work.

The assessments for this unit are:

- **Assessment 1.1: Types of business, work organisations and customers**
- **Assessment 1.2: Appropriate attitudes in the workplace**
- **Assessment 1.3: Meeting employers' expectations**

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

*Good luck with  
your studies!*



## Types of businesses, work organisations and customers

In this section you will learn about:

- **Different types of businesses and work organisations**
- **Different types of customer or client**

## Different types of businesses and work organisations

All employees have some basic things in common wherever they work.

For example:

- They are paid a wage.
- They have certain rights of employment.
- They have responsibilities to their employer, their fellow employees and themselves.

Although all employees have these similar conditions, what it feels like to be an employee is also influenced by the **type** of business or organisation where you work.

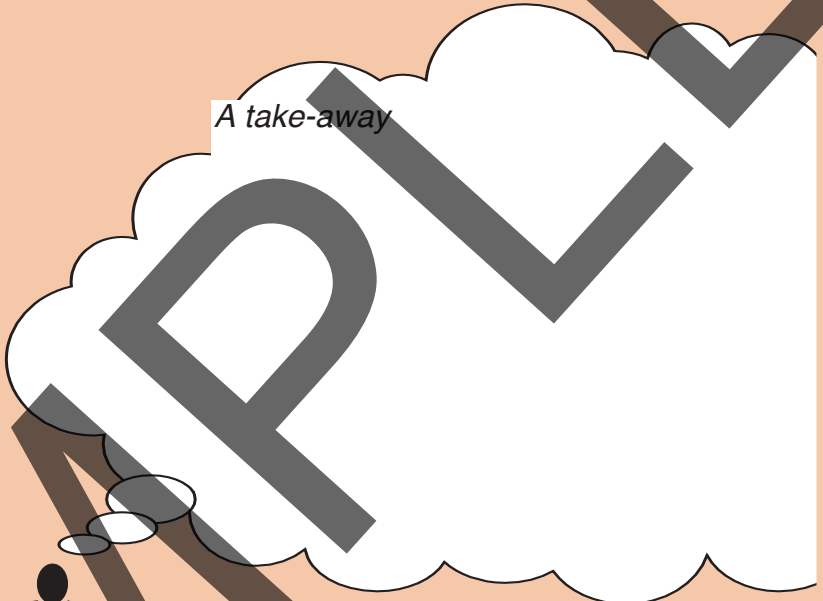




### Activity 1

Think about different types of businesses and organisations in your local area. Use the space below to write down any that come to mind. (One is given as an example.)

A take-away



You may have written down the actual names of companies or you may have written down the type of business or organisation it is, for example: a supermarket, media store or stationers. Your ideas will also depend on where you live, for example, there may be different types of businesses in a large city compared to those in a small village.

Whatever your ideas are, the exercise should have started you thinking about different types of workplaces.

---

### Purpose

---

The **type** of the business or work organisation also affects its **purpose**.



## Activity 2

Look back at the types of businesses and work organisations that you noted in Activity 1. For each one, write down what you think their purpose or goal is.

Business/organisation	Purpose/goal

Your specific examples will depend on the types of business that you selected. However, most have general purposes or goals.

These include:

- Provide a service.
- Produce raw materials.
- Make a product.
- Sell a range of goods.

### Key point

**An important difference between work organisations is their main purpose or goal.**

Although **businesses** may have different purposes, they are all **commercial** and depend on making a profit to survive. However, there are other work **organisations** whose purpose is not to make a profit but to provide a **public service**. Try the next activity to explore this further.



### Activity 3

Look at the following examples of work organisations and tick those that you think have the purpose of providing a public service rather than making a profit.

- |  |  |
|--|--|
| <input type="checkbox"/> Public libraries        | <input type="checkbox"/> Schools           |
| <input type="checkbox"/> Cinemas                 | <input type="checkbox"/> Petrol stations   |
| <input checked="" type="checkbox"/> Police       | <input type="checkbox"/> Public houses     |
| <input type="checkbox"/> Fire and rescue service | <input type="checkbox"/> Laundries         |
| <input type="checkbox"/> Newsagents              | <input type="checkbox"/> Armed forces      |
| <input type="checkbox"/> Local authorities       | <input type="checkbox"/> Civil service     |
|  | <input type="checkbox"/> Department stores |

Now go to the back of this workbook to check your answer.

#### Key point

**Some work organisations are commercial and some are not – because they have different purposes or goals.**

## Work situations

Having different types and purposes of work organisations also means that people who work in them have different work situations. Reinforce this by doing the next activity.



### Activity 4

Tick the relevant box to show whether the following statements about working in a travel agency and a sweet factory are true or false.

a) **A travel agency is a type of service organisation. Its purpose is to provide a service for people who want to go on holiday.**

- |  | True                     | False                    |
|--|--------------------------|--------------------------|
| i) As an employee in the front office of a travel agency, you should expect to work and communicate with other people a lot of the time. | <input type="checkbox"/> | <input type="checkbox"/> |
| ii) If you work in a travel agency you will be able to manufacture products.   | <input type="checkbox"/> | <input type="checkbox"/> |

b) **A factory making sweets and chocolate is a manufacturing organisation that makes a product. Its purpose is to produce confectionery.**

- |  | True                     | False                    |
|--|--------------------------|--------------------------|
| i) As an employee on the shop floor of a sweet factory you will have to spend a lot of time at a desk.             | <input type="checkbox"/> | <input type="checkbox"/> |
| ii) If you work on the shop floor of a sweet factory you will spend a lot of time dealing with the general public. | <input type="checkbox"/> | <input type="checkbox"/> |

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

**Key point**

**Different types and different purposes of organisations produce different work situations.**



Try the next activity to explore this further.



### Activity 5

In the left-hand column are some examples of jobs. In the right-hand column are different types of work situations. Draw lines to match the two columns up correctly. (One is already done for you to get you started.)

Examples of jobs	Types of work situations
Forestry worker	Indoors
Call centre operator	Outdoors
Social worker	Manufacturing
Bank worker	Manual work
Car worker	Working with people
Construction worker	Service industries

You can check your answer at the back of this workbook.

In addition to the previous examples, there are other aspects that make workplaces different from each other, and these would affect your work situation if you were an employee. Try the next activity to learn more.



# LEVEL 1 AWARD AND CERTIFICATE IN EMPLOYABILITY SKILLS

## Unit 01 Assessment Business and customer awareness

After completing your assessment please return it to your tutor

### ADVICE TO ALL CANDIDATES

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

### PERSONAL DETAILS

Name \_\_\_\_\_

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

Postcode \_\_\_\_\_

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

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

### CANDIDATE STATEMENT

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

I confirm that this is my own work.

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

For office use only

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

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

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

Passed

Date \_\_\_\_\_

Re-submit

Date \_\_\_\_\_

Tutor feedback:

Written

Telephone

Personal tutorial

**SAMPLE**

## Assessment 1.1: Types of businesses, work organisations and customers

(See Workbook 1, Section 1. The reference in brackets at the end of each task refers to the learning outcome within the syllabus of this qualification and is for your tutor's use.)

1. a) **Identify three different types of work organisations in your local area. At least one of the three must be a national organisation. (1.1.1)**

i)

ii)

iii)

b) **Identify the main areas of business of each of the three organisations. (1.1.1)**

i)

ii)

iii)

c) Identify the types of customer for one of the local and one of the national organisations that you have selected in question 1. a). (1.1.2)

i)

ii)

SAMPLE