

ERR Workbook for Learners Studying:

Level 2: Diploma in Business Administration

Level 3: Diploma in Business Administration

Level 4: Diploma in Business Administration

Level 2: Diploma in Customer Service

Level 3: Diploma in Customer Service

Level 2: Diploma in Team Leading

Level 3: Management (QCF)

Unit Reference No: L/506/1905

Employee Rights and Responsibilities

**Learning Outcome 1: Understand the role of organisations and industries**

A/C 1.1 Explain the role of their own occupation within an organisation and industry

Describe what it is your company does:

Detail your job role description and what that entails:

1. Detail YOUR occupation
2. Detail your organisation
3. Describe the industry sector you work in

Look at your company’s role and explain the business sector it fits into:

A/C 1.2 Describe career pathways within their organisation and industry

 Describe the development opportunities available to you in other business sectors

Describe the development opportunities available to you in your current company:

A/C 1.3 Identify sources of information and advice on industry, occupation, training and career pathway

A/C 1.4 Describe an organisations principles of conduct and codes of practice

A/C 1.5 Explain issues of public concern that affect an organisation and industry

 Describe any areas of concern members of the public may have about your industry? What policies and procedures are in place to deal with items such as waste etc?

 How does your company train you in how to conduct yourself as one of their representatives?

A/C 1.6 Describe the types, roles and responsibilities of representative bodies and their relevance to their own role

 Does your industry sector have a dedicated union? Describe its function:

Describe the roles and responsibilities it has to you

Describe the relevance of this to you:

**Learning Outcome 2: Understand employers expectations and employees rights and obligations**

A/C 2.1 Describe the employer and employee statutory rights and responsibilities that affect their own role

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| --- | --- |
| Terms of Employment – Employer must: | Conditions of employment – Employee must |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |

A/C 2.2 Describe an employer’s expectations for employees’ standards of personal presentation, punctuality and behaviour

A/C 2.3 Describe the procedures and documentation that protect relationships with employees

A/C 2.4 Identify sources of information and advice on employment rights and responsibilities

**Unit Expansion Notes**:

**AC2.1: Describe the employer and employee statutory rights and responsibilities that affect their own role**

*Employee statutory rights and responsibilities:* current employment legislation, e.g. Equal Pay Act 1970, Working Time Regulations 2007; current anti-discrimination legislation, e.g. Equality Act 2010, gender, sexual preference, nationality, race, religion, colour, disability, age; contract of employment, e.g. written terms and conditions, minimum wage, sick pay, time off, grievance procedures; health and safety (own, others, use of equipment, lifting and handling); security, e.g. data protection, information security, premises, equipment

*Employer statutory rights and responsibilities:* duty of care to employees, e.g. risk assessments, provide protective equipment if needed, emergency procedures, safe systems of work; employer liability insurance; safeguarding; appropriate training and development, e.g. induction, organisation systems, use of equipment, health and safety

*How statutory rights affect own role:* equal opportunities; career progression; personal safety and security; safeguarding; own responsibilities

**AC2.2: Describe an employer’s expectations for employees’ standards of personal presentation, punctuality and behaviour**

*Personal presentation:* well groomed; dressed according to organisation’s standards; good personal hygiene

*Punctuality:* on time (at the start of the working day, coming back from lunch); leave on time; on time for meetings

*Behaviour:* polite; helpful; confident; attentive; positive body language; positive attitude; respect confidentiality; discretion; dependability; tolerance; welcoming; pleasant; professional

**AC2.3: Describe the procedures and documentation that protect relationships with employees**

*Procedures that protect relationships with employees:* health and safety; security; grievance procedures; whistle blowing

*Documentation that protects relationships with employees:* contract of employment; written terms and conditions; payslip; published organisation policies; documented processes and procedures; records of training and development

**AC2.4: Identify sources of information and advice on employment rights and responsibilities**

*Sources of information and advice on employment rights and responsibilities*

* *Inside the organisation:* contract of employment; written terms and conditions; line manager; HR department; trade union representative
* *Outside the organisation:* Trade Union; Citizen’s Advice Bureau; ACAS; Government websites; employment lawyer