

## **N5 National Progression Award (NPA) Enterprise and Employability (E&E)**

The National Progression Award (NPA) in Enterprise and Employability equips learners with relevant and transferable skills which can be used in any employment setting, including self-employment. The course is composed of 4 sections covering:

### **Self and Work**

This Unit allows learners to improve their self-reliance and confidence by developing task management skills while carrying out a project, with minimal support.

This Unit helps learners to:

- prepare to develop task management skills for a project
- manage and complete a project
- review their own task management skills

### **Working for yourself**

This Unit provide learners with some knowledge and understanding of the requirements of setting up a small business. This Unit helps learners to:

- Identify and describe the advantages/disadvantages of self-employment.
- Investigate an agreed business idea.
- Investigate sources of finance and other of assistance available for self-employment.
- Explain marketing and identify a suitable strategy for their business idea.

### **Preparing to work**

Learners develop skills in relation to gaining and sustaining employment including job selection methods, employee and employer expectations, appropriate workplace behaviours, rights, responsibilities and personal finance.

This Unit helps learners to:

- Review and evaluate their own employability skills
- Investigate employment opportunities and complete a job application
- Understand the importance of employability skills in relation to job selection
- Understand the need to maintain and develop their employability skills

### **Skills for Customer Care**

The Unit is suitable for those wishing to learn how to deliver good customer care and designed to enable the learner to recognise the importance of customer care within a work environment. This Unit helps learners to:

- Explain the key principles of customer care in an organisation.
- Demonstrate customer care skills in routine interactions.
- Demonstrate customer care skills when dealing with dissatisfied customers
- Explain the importance of feedback from customers to improving customer care in an organisation