

**Unit Title:** Accessing Commercial Services  
**Unit Level:** Entry 2  
**Unit Credit Value:** 3  
**GLH:** 30  
**LASER Unit Code:** CAK960  
**Ofqual Unit Code:** L/600/6512

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know what the service is for.	1.1	Give a function of the service.
2.	Know how to access the service.	2.1	Find information on the availability of the service.
3.	Be able to use the service.	3.1	Follow straight forward instructions for accessing the service.
4.	Know when the service is needed.	4.1	List two circumstances when s/he may need the service.
		4.2	State an expected outcome of accessing the service.

**Assessment Guidance:**

As an E2 unit it is expected that the learner may require some assistance in the form of prompts for the assessment. Practical tasks may be in a simulated environment.

**Additional Information:**

NA