

**Unit Title:** Dealing With Your First Days At Work  
**Unit Level:** 2  
**Unit Credit Value:** 1  
**GLH:** 6  
**LASER Unit Code:** WJB083  
**Ofqual Unit Code:** J/502/3539

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the induction process.	1.1	Describe the role of induction and why it is important.
		1.2	Identify the different ways that employers induct new employees into their business.
2.	Be able to get the most from an induction process.	2.1	Describe the information that they need to get from an induction process.
		2.2	Ask appropriate questions in an appropriate manner to elicit the information needed.
3.	Be able to make a good first impression.	3.1	Describe why good first impressions are important from an employee and employers perspective.
		3.2	Describe how the following features help make a good first impression: a. Appearance b. Time keeping c. Manner.
		3.3	Apply their understanding to show they can make the right first impression in an appropriate work-related context and maintain the good impression for 5 days.
4.	Know how to access support during the first weeks in a new job.	4.1	Describe where sources of support and assistance are found in places of work.
		4.2	Match different types of support issues to the appropriate sources of support in the place of work.

<b>Assessment Guidance:</b>
NA

<b>Additional Information:</b>
NA