

Unit Title: Business And Customer Awareness
Unit Level: 1
Unit Credit Value: 2
GLH: 12
LASER Unit Code: WJB107
Ofqual Unit Code: T/502/3584

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the different types of business and organisations, their purposes and customers in their area.	1.1	Identify the main areas of business for 3 different types of organisations in their local area, at least one of which must be a national organisation.
		1.2	Identify the types of customer for one local and one national organisation identified.
2.	Understand why employers might require particular attitudes from their staff in different situations.	2.1	Give 2 examples of particular attitudes employers might require from their staff in different situations.
		2.2	State why these attitudes are important to the employer and the business or organisation.
3.	Be able to relate employer expectations to their own activities.	3.1	Identify activities they have undertaken that would meet an employer's expectations.
		3.2	Identify the attitudes they have shown within these activities

Assessment Guidance:
NA

Additional Information:
NA