

**Unit Title:** Being A Customer  
**Unit Level:** Entry 2  
**Unit Credit Value:** 1  
**GLH:** 10  
**LASER Unit Code:** WJB173  
**Ofqual Unit Code:** J/503/9191

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
<b>The learner will:</b>		<b>The learner can:</b>	
1.	Know their needs and expectations as a customer.	1.1	State their needs as a customer in different situations.
		1.2	State their expectations as a customer in different situations.
2.	Know how to solve problems when they are a customer.	2.1	Identify situations that can cause problems for them as a customer.
		2.2	State actions to take if they have a problem.
3.	Be able to be a responsible customer in a given situation.	3.1	List needs required for a given customer experience.
		3.2	Find what they are looking for with guidance.
		3.3	Behave appropriately as a customer.

<b>Assessment Guidance:</b>
NA

<b>Additional Information:</b>
NA