

**Unit Title:** Communicating With Others At Work  
**Unit Level:** Entry 2  
**Unit Credit Value:** 1  
**GLH:** 10  
**LASER Unit Code:** WJB313  
**Ofqual Unit Code:** Y/504/5142

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
<b>The learner will:</b>		<b>The learner can:</b>	
1.	Understand how people communicate in the workplace.	1.1	Give examples of the sorts of information people communicate in the workplace.
		1.2	Give examples of the ways that people communicate in the workplace.
2.	Be able to take an active part in exchanges about straightforward work related topics.	2.1	Identify the main points of short explanations/instructions.
		2.2	Make clear and appropriate contributions to exchanges.
		2.3	Ask relevant questions.
		2.4	Respond to straightforward questions appropriately.

<b>Assessment Guidance:</b>
NA

<b>Additional Information:</b>
NA