

Unit Title: Working In An Office
Unit Level: Entry 2
Unit Credit Value: 2
GLH: 20
LASER Unit Code: WJB350
Ofqual Unit Code: L/504/1458

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know safety rules in an office.	1.1	State health and safety rules in an office.
		1.2	Maintain the safety of self and others in an office.
		1.3	Identify fire procedures in an office.
2.	Know types of equipment used in an office.	2.1	Recognise common equipment used in an office.
		2.2	State his/her use of equipment in an office.
3.	Be able to use a piece of equipment safely in an office.	3.1	Participate in a given activity, using equipment in an office, safely.
4.	Be able to communicate with others in an office.	4.1	Respond to queries politely.
		4.2	Identify a person to refer a query to in an office.
		4.3	Identify a person to refer a complaint to in an office.

Assessment Guidance:
NA

Additional Information:
NA