

Unit Title: Effective Skills, Qualities And Attitudes For Learning And Work
Unit Level: Entry 3
Unit Credit Value: 3
GLH: 30
LASER Unit Code: WJC638
Ofqual Unit Code: M/506/0794

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to demonstrate a range of positive qualities, attitudes and behaviour for learning and work.	1.1	Give three examples of positive behaviour.
		1.2	Demonstrate behaviours appropriate to learning and work.
		1.3	Demonstrate adaptability and flexibility (e.g. adapt to changes in requirements or information).
		1.4	Demonstrate motivation.
		1.5	Demonstrate commitment.
2.	Understand why effective communication is important.	2.1	Give two examples of appropriate and inappropriate verbal communication.
		2.2	Give two examples of appropriate and inappropriate non-verbal communication.
		2.3	Use positive body language.
		2.4	Respond to questions and requests from colleagues and/or customers.
3.	Be able to work effectively under frequent supervision.	3.1	Receive and respond to instructions.
		3.2	Check own understanding of instructions.
		3.3	Confirm the tasks that need to be done and deadlines.
		3.4	Confirm the help, materials, equipment and/or tools needed to complete tasks.
		3.5	Work safely following health and safety guidelines.
		3.6	Complete tasks as directed to the required standard.
		3.7	Learn from mistakes and accept feedback.

Assessment Guidance:

NA

Additional Information:

NA