

**Unit Title:** Coping Strategies At Work  
**Unit Level:** Entry 2  
**Unit Credit Value:** 2  
**GLH:** 20  
**LASER Unit Code:** WJB316  
**Ofqual Unit Code:** T/504/3821

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about problems at work.	1.1	State an area at work where they feel they have a problem.
		1.2	Identify a place or people they could turn to for help.
2.	Be able to contribute to creating a coping strategy.	2.1	Participate in discussion with a helper to look at the problem.
		2.2	Contribute to developing a strategy for coping.
		2.3	State what they will do as part of the agreed strategy.
3.	Be able to implement a coping strategy.	3.1	Demonstrate the use of a coping strategy.
		3.2	With a helper participate in a discussion to review the effectiveness of the coping strategy.

**Assessment Guidance:**

All assessment activities and decisions must be made in light of the QCF Entry Level Descriptors relevant to this unit.

**Additional Information:**

NA