

Unit Title: Supporting Workers Whose First Language Is Not English
Unit Level: 1
Unit Credit Value: 3
GLH: 27
LASER Unit Code: CAM097
Ofqual Unit Code: M/601/0035

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the challenges facing workers whose first language is not English.	1.1	Outline what it means not to have English as a first language.
		1.2	Identify how many of own workforce speak another language and are challenged by understanding and speaking in English.
		1.3	List the work challenges that face those whose first language is not English.
2.	Understand the implications for the workplace if English is not workers' first language.	2.1	Identify why it is important in the workplace that people are able to communicate in a shared language.
		2.2	Give examples of what can go wrong if things are misunderstood in the workplace for: (a) the individual; (b) the company.
3.	Understand and use strategies to support workers whose first language is not English.	3.1	Give examples of positive strategies that can be used to support work colleagues whose first language is not English.
		3.2	List negative or inappropriate behaviours that will not support work colleagues whose first language is not English.
		3.3	Demonstrate the use of positive strategies in the workplace.

Assessment Guidance:
NA

Additional Information:
NA