

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Writing Needs at Work
Unit Reference Number:	Y/615/6977
Level:	Entry 3
Credit Value:	1
Minimum GLH:	10

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Recognise the writing demands of the workplace	1.1 Give one reason why writing at work is sometimes the most appropriate form of communication
	1.2 List one situation in a workplace that requires a response in writing
	1.3 Give an example of an occasion when a response can either be in writing or orally communicated
2. Know when to use written and verbal communication	2.1 For two given jobs, identify when: a) Written communication is necessary b) Verbal communication is necessary c) Both written and verbal communication is necessary