

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Using a Telephone in a Workplace Setting

Unit Reference Number: H/615/5590

Level: Entry Level One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 20

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to use a telephone in a workplace setting	1.1 Demonstrate how to use a telephone in a workplace setting
	1.2 Demonstrate how to answer a telephone call in a workplace setting
	1.3 Give an example of how to prepare for making a telephone call in a workplace setting