

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Effective Skills, Qualities and Attitudes for Learning and Work

Unit Reference Number: F/615/5791

Level: Entry Level Two (2)

Credit Value: Three (3)

Minimum Guided Learning Hours: 25

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to demonstrate a range of positive qualities, attitudes and behaviours for learning and work	1.1 Give examples of positive behaviour
	1.2 Demonstrate behaviours appropriate to learning and work
	1.3 Demonstrate motivation
	1.4 Demonstrate commitment
	1.5 Demonstrate ability to adapt to changes
2. Know that effective communication is important for learning and work	2.1 Give examples of appropriate and inappropriate communication
	2.2 Use positive body language
	2.3 Greet colleagues or customers in an appropriate manner
	2.4 Respond to questions from colleagues and/or customers
	2.5 Accept positive and negative feedback
3. Be able to work effectively under frequent and directive supervision	3.1 Receive and respond to instructions
	3.2 Check own understanding of instructions
	3.3 State the task that needs to be done and the deadline
	3.4 Confirm the help, materials, equipment and/or tools needed to carry out the task

3.5 Work safely following health and safety guidelines

3.6 Complete the task as directed to the required standard

3.7 Share information and/or skills with others