

# Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Writing Needs at Work

**Unit Reference Number:** Y/615/6977

**Level:** Entry Level Three (3)

**Credit Value:** One (1)

**Minimum Guided Learning Hours:** 10

| Learning Outcome (The Learner will):                 | Assessment Criterion (The Learner can):  |
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| 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:<br>a) Written communication is necessary<br>b) Verbal communication is necessary<br>c) Both written and verbal communication is necessary |