Changing lives through learning

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Making and Receiving Calls

Unit Reference Number: Y/615/8437

Level: One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 18

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to make calls	1.1 Identify the purpose of a minimum of 2 different calls
	1.2 Confirm details of the persons to be contacted before making calls
	1.3 Make calls communicating basic information clearly and accurately
2. Be able to receive calls	2.1 Answer calls promptly and politely, observing any organisational procedures
	2.2 Identify the caller, where they are calling from and the reason for their call
	2.3 Follow any organisational procedures relating to confidentiality and security
	2.4 Take short messages in an agreed format
3. Know why it is important to an organisation that calls are handled appropriately	3.1 State how appropriate tone and language create a positive impression
	3.2 State how creating a positive impression during a call benefits the organisation

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