

Unit Title: Using the Telephone and Photocopier	
Level:	Entry Three
Credit Value:	3
GLH:	30
OCNLR Unit Code:	AY8/E3/LQ/002
Ofqual Unit Reference Number:	A/505/8790

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to answer telephone calls in an office environment.	1.1. State why a telephone call should be answered promptly. 1.2. Give examples of: <ul style="list-style-type: none"> ☒ Greetings to use when answering calls; ☒ How to close telephone calls. 1.3. Answer a telephone call. 1.4. Identify when calls should be passed to colleagues. 1.5. Take a message for a colleague.
2. Be able to make telephone calls in an office environment.	2.1. Identify the meaning of dialling tones. 2.2. Give two examples of how to find names and telephone numbers. 2.3. Show how to make a telephone call and ask for specific information.
3. Be able to use a photocopier in an office environment.	3.1. Show how to: <ul style="list-style-type: none"> ☒ Load paper; ☒ Make single copies; ☒ Make multiple copies. 3.2. Give an example of a problem that can happen with a photocopier. 3.3. Give an example of how to fix the problem.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam		Role play/simulation	O
Essay		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description		Production of artefact	
Reflective log/diary		Practice file	