

Unit Title	Using the Telephone and Photocopier
Ofqual unit reference number (code)	R/618/2087
Unit Level	Entry Level 2
GLH	30
Unit Credit Value	3

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to answer a telephone call .	1.1. Identify why a telephone should be answered promptly. 1.2. Give an example of: (a) A greeting for use in answering a call (b) How to close a telephone call. 1.3. Show how to answer a telephone call.
2. Be able to make a telephone call.	2.1. Identify the meaning of a dialling tone. 2.2. Give an example of how to find names and telephone numbers. 2.3. Show how to make a telephone call.
3. Be able to use a photocopier in an office environment.	3.1. Show how to: (a) Load paper (b) Make single copies.

Equivalences	N/A
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