



Unit 3 – Communicating

Unit summary	This unit will enable learners to develop the knowledge and skill involved in managing contacts and communicating with them as individuals and groups.
Guided learning hours	9
Level	Entry
Mandatory/optional	Mandatory

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
9. communicate and share information	9.1 send and share specific online content. 9.2 initiate and participate in a one-to-one video call.