



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	Level 1
Mandatory/optional	Mandatory

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
9. communicate and share information	9.1 identify appropriate modes of online communication for a range of contexts and audiences. 9.2 use various modes of online communication (including email, instant messaging, video conference call, social media) appropriately 9.3 share information appropriately in a range of context and in various modes of communication 9.4 solve any technical issues that may arise during online communication