

Unit Title:	Making requests and asking questions in a variety of situations
OCR unit number:	B18
Life and Living Skill Area:	Communication
Level:	Entry 3
Credit value:	2
Guided learning hours:	20

Unit purpose and aim

This unit aims to provide learners working at Entry 3 with the opportunity to demonstrate their ability to ask questions and make requests in both familiar and unfamiliar situations using their preferred method of communication.

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
The Learner will: 1 Be able to ask questions in a familiar and unfamiliar situation	The Learner can: 1.1 Ask for information in a familiar situation using language appropriate to the listener 1.2 Ask for information needed in an unfamiliar situation using language appropriate to the listener	The learner can use their own preferred method of communication to ask questions in a familiar situation. Examples could include: asking the tutor to repeat information that they have not understood; asking a friend what time they are meeting them that evening; asking a carer if they can have some equipment, using a symbol board. Using their preferred method of communication, the learner can, for example: ask the librarian, using formal terms, about a book on a given topic; ask appropriately at the bus station when the next bus is due; ask someone at the local college to send them a prospectus.
2 Be able to make requests in a familiar and unfamiliar situation	2.1 Make a request in a familiar situation using language appropriate to the listener	The learners can use their preferred method of communication to make a request in a familiar situation, for example: requesting a cap

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
	2.2 Request information or an item needed in an unfamiliar situation using language appropriate to the listener	and an apron from the supervisor when working in the canteen; requesting a friend to fetch them a drink at break time; requesting help from a carer they know. Using their chosen method of communication the learner requests information in unfamiliar situations. Examples may include: using the telephone to request a taxi giving the time and address; requesting details about a job that is advertised, asking for further information; requesting an appointment at the hairdresser or dental surgery etc.

Assessment

This unit may be assessed using any method, or combination of methods, which clearly demonstrate that the learning outcomes and assessment criteria have been met.

The methods used for assessment will be appropriate to the learner but may include use of witness statements evidencing the actual words, actions, signs or symbols used to meet the assessment criteria.

Possible ways of demonstrating that the assessment criteria have been met are provided in the third column of the unit, these are examples only, learners may demonstrate their ability to meet the criteria in many other ways.

Evidence requirements

The evidence must show that the learner has met the assessment criteria using their own preferred method of communication which may include the use of communication aids, signs and symbols.

The Record of Assessment and Evidence for this unit must be completed in full and signed by the assessor to confirm the evidence is authentic and meets the requirements of the learning outcomes and assessment criteria. The completed Record of Assessment and Evidence, together with any other appropriate form of evidence that has been generated for the unit, must be submitted for moderation.