

**Unit Title:** Working As A Volunteer  
**Unit Level:** Entry 2  
**Unit Credit Value:** 2  
**GLH:** 20  
**LASER Unit Code:** WJB344  
**Ofqual Unit Code:** Y/504/1303

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know safety rules when working as a volunteer.	1.1	State health and safety rules when working as a volunteer.
		1.2	Maintain the safety of self and others when working as a volunteer.
		1.3	Identify fire procedures when working as a volunteer.
2.	Know types of equipment used when working as a volunteer.	2.1	Recognise types of equipment used when working as a volunteer.
		2.2	State his/her use of equipment when working as a volunteer.
3.	Be able to use a piece of equipment safely when working as a volunteer.	3.1	Participate in a given activity, using equipment when volunteering in a work place, safely.
4.	Be able to communicate with others when working as a volunteer.	4.1	Respond to queries politely.
		4.2	Identify a person to refer a query to, when working as a volunteer.
		4.3	Identify a person to refer a complaint to, when working as a volunteer.

**Assessment Guidance:**

NA

**Additional Information:**

NA