

**Unit Title:** Communication Skills For Business  
**Unit Level:** Level 2  
**Unit Credit Value:** 3  
**GLH:** 24  
**LASER Unit Code:** WJD408  
**Ofqual Unit Code:** M/504/9357

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to write a formal letter.	1.1	Write a formal letter using standard layout.
		1.2	Use standard business terminology.
		1.3	Use appropriate language to convey the required information.
2.	Be able to communicate effectively on the telephone.	2.1	Open the telephone conversation correctly.
		2.2	Conduct the telephone conversation appropriately.
3.	Be able to take part in a meeting.	3.1	Prepare notes for a proposed contribution on a point of a given agenda.
		3.2	Make an appropriate contribution to a meeting.
		3.3	Take account of the views of other participants in the meeting.

**Assessment Guidance:**

NA

**Additional Information:**

NA