

Unit Title: Communicating in a Practical Environment
Unit Level: 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: CAK541
Ofqual Unit Code: F/600/3235

This unit has 5 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the lines of communication within a practical environment/organisation.	1.1	Describe the structure of own practical environment/organisation.
		1.2	Define how information is gathered and passed on within own organisation.
2.	Understand the need to communicate effectively with team members.	2.1	Define own role within the team/organisation.
		2.2	Describe the need for effective communication within own team.
		2.3	Comment on the effects of not communicating within the team.
3.	Know how to define tasks for interpretation for others.	3.1	Define the tasks that others will need to understand.
		3.2	Describe how s/he organises own tasks and how s/he keeps others informed of progress.
4.	Know how conflict is dealt with within own environment/organisation.	4.1	Describe the process for raising issues with others in the team/organisation.
		4.2	Describe how conflict is addressed and resolved within the team/organisation.
5.	Know about correct Health and Safety procedures.	5.1	Describe and use correct Health and Safety procedures within the working environment.

Assessment Guidance:

NA

Additional Information:

NA
