Unit Title: **Communicating in a Practical Environment**
Unit Level: **1**
Unit Credit Value: **3**
GLH: **27**
LASER Unit Code: **CAL491**
Ofqual Unit Code: **A/600/3234**

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	Identify the structure of the environment/organisation.
		1.2	Outline three ways in which people give and receive information.
2.	Understand the need to communicate effectively with team members.	2.1	Identify own role in the environment/organisation.
		2.2	Outline the need to communicate with others to do own job well.
3.	Know how to define tasks for interpretation for others.	3.1	Identify three tasks necessary to communicate with others.
		3.2	Indicate three ways to let others know of own position.
4.	Know how conflict is dealt with within own environment/organisation.	4.1	Identify three ways to deal with difficult situations.
		4.2	Outline three ways to improve communication.
5.	Know about correct health and safety procedures.	5.1	Identify and use correct health and safety procedures within the working environment.

Assessment Guidance:
NA

Additional Information:
NA