

**Unit Title:** Speaking And Listening Skills  
**Unit Level:** Level 2  
**Unit Credit Value:** 3  
**GLH:** 24  
**LASER Unit Code:** WIZ854  
**Ofqual Unit Code:** Y/503/3377

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to communicate with others.	1.1	Use language and tone to respond to a range of situations.
		1.2	Illustrate actual and potential barriers to effective speaking and listening.
		1.3	Use strategies to overcome barriers to effective speaking and listening.
2.	Be able to present information to others.	2.1	Select features of effective communication.
		2.2	Present information in a logical manner.
		2.3	Present ideas in a logical manner.
		2.4	Speak clearly and coherently using appropriate pace and volume.
3.	Be able to obtain information from others.	3.1	Encourage others in a group to speak.
		3.2	Create opportunities for listeners to clarify or question information presented.
4.	Be able to engage in discussion.	4.1	Demonstrate the ability to create relevant contributions and help to move discussion forward.
		4.2	Assess the need to adapt contributions to discussions to suit audience, context, purpose and situation.
		4.3	Use a range of phrases for interruption and change of topic.
		4.4	Select evidence to support opinions and arguments.
		4.5	Respond to criticism and criticise constructively.

**Assessment Guidance:**

NA

**Additional Information:**

NA