

Unit Title: Communication In The Workplace
Unit Level: Entry 2
Unit Credit Value: 3
GLH: 30
LASER Unit Code: WJB314
Ofqual Unit Code: A/504/3819

This unit has 5 learning outcomes.

| LEARNING OUTCOMES | | ASSESSMENT CRITERIA | |
|-------------------|---|---------------------|--|
| The learner will: | | The learner can: | |
| 1. | Know about communication. | 1.1 | Give a reason why we communicate. |
| | | 1.2 | Give examples of methods of communication. |
| | | 1.3 | Give an example of effective communication. |
| | | 1.4 | Give an example of what might happen if information is not communicated. |
| | | 1.5 | Give an example of how two methods of communication can be combined. |
| 2. | Know what needs to be communicated in the workplace. | 2.1 | Give an example of where they have to communicate at work. |
| | | 2.2 | State what information has been given or received. |
| 3. | Know about ways of communicating in the workplace. | 3.1 | Give an example of acceptable communication in the workplace. |
| | | 3.2 | Give an example of unacceptable communication in the workplace. |
| 4. | Be able to assess own communication in the workplace. | 4.1 | Give an example where they communicated effectively. |
| | | 4.2 | Give an example where they did not communicate in an acceptable/effective way. |
| 5. | Be able to communicate in the workplace. | 5.1 | Demonstrate acceptable communication in the workplace. |

Assessment Guidance:

All assessment activities and decisions must be made in light of the QCF Entry Level Descriptors relevant to this unit.

Additional Information:

NA