

**Unit Title:** Using Communication Skills In A Work Place  
**Unit Level:** Entry 2  
**Unit Credit Value:** 2  
**GLH:** 20  
**LASER Unit Code:** WJB329  
**Ofqual Unit Code:** R/504/1476

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know communication skills needed in a work place.	1.1	Identify tasks which require communication skills in a work place.
		1.2	State own use of communication skills in a work place.
2.	Be able to identify communication skills that he/she needs to develop for a work place.	2.1	Identify communication skills that he/she needs to develop for use in a work place.
		2.2	Identify a target to be included in an action plan to develop his/her communication skills to use in a work place.
3.	Be able to develop communication skills in a work place.	3.1	Contribute to activities to develop his/her communication skills in a work place.
		3.2	Use communication skills in his/her job role in a work place.
4.	Be able to review his/her learning.	4.1	State what went well with using the communication skills that have been developed.
		4.2	State what communication skills he/she wants to develop next.

<b>Assessment Guidance:</b>
NA

<b>Additional Information:</b>
NA