

Unit Title: Speaking And Listening Skills
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJC257
Ofqual Unit Code: A/506/0670

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	Demonstrate language and tone in different situations.
		1.2	Demonstrate actual and potential barriers to effective speaking and listening.
		1.3	Demonstrate strategies to overcome barriers to effective speaking and listening.
2.	Be able to present information to others.	2.1	Present information in a logical manner.
		2.2	Present ideas in a logical manner.
		2.3	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	Demonstrate ability 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 and use evidence to support opinions and arguments.
		4.5	Respond to criticism and criticise constructively.

Assessment Guidance:

NA

Additional Information:

NA