

Unit Title: Speaking And Listening Skills
Unit Level: Level 1
Unit Credit Value: 3
GLH: 27
LASER Unit Code: WJC466
Ofqual Unit Code: J/506/0669

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 appropriate phrases for interruption.
		1.2	Demonstrate active listening techniques.
		1.3	Respond verbally to a situation, using clarity, speed and phrasing.
		1.4	Use formal language when the situation requires it.
		1.5	Respond to questions on familiar topics.
2.	Be able to present information effectively to others.	2.1	Demonstrate straightforward information to unknown individuals using a variety of methods.
		2.2	Demonstrate communicating the following: a) straightforward fact b) explanation c) instruction d) account e) description.
		2.3	Give a short talk to a known group on a familiar topic.
		2.4	Present information in a logical sequence.
		2.5	Present ideas in a logical sequence developing ideas where appropriate.
3.	Be able to obtain information from others.	3.1	Demonstrate identifying key pieces of information from explanations and presentations.
		3.2	Make requests and ask questions to obtain information in familiar and unfamiliar contexts.
		3.3	Use strategies to clarify and confirm understanding.
4.	Be able to engage in discussion.	4.1	Make at least two contributions to four different discussions.

Assessment Guidance:

NA

Additional Information:

NA