

Unit Title: Communication In The Workplace
Unit Level: Level 3
Unit Credit Value: 3
GLH: 21
LASER Unit Code: WJD544
Ofqual Unit Code: L/504/7521

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the lines of communication within own organisation.	1.1	Analyse the effectiveness of the structure of own organisation in the context of communication.
		1.2	Justify the need for mechanisms to gather and distribute information within the organisation.
2.	Understand the need to communicate effectively with team members.	2.1	Identify who vital information is reported to in own team.
		2.2	Summarise how vital information is reported.
		2.3	Analyse the need for effective communication with team members.
		2.4	Explain how communication could be improved in own organisation.
		2.5	Explain how to get all relevant people involved in improvement schemes for communication.
3.	Know how to define tasks for interpretation by others.	3.1	Produce a communication.
		3.2	Assess how easily the communication was understood by others.
		3.3	Analyse the effect of own skills on communication within the organisation.
4.	Understand how conflict is dealt with in own organisation.	4.1	Evaluate the process within the organisation for dealing with issues.
		4.2	Summarise how that process could be improved.

Assessment Guidance:

NA

Additional Information:

NA