

Unit Title: Speaking And Listening At Work
Unit Level: Entry 1
Unit Credit Value: 3
GLH: 30
LASER Unit Code: WJF518
Ofqual Unit Code: J/504/3810

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to listen to other people at work.	1.1	Identify a situation when they listen to others at work.
		1.2	Listen to another person and state what they have said.
2.	Be able to speak to other people at work.	2.1	Speak in different ways to different people.
		2.2	Identify a situation when they speak to others.
		2.3	Make an observation.
		2.4	Ask a question.
		2.5	Respond to questions clearly.
3.	Be able to recognise body language when communicating with others.	3.1	Interpret an instance of body language.
		3.2	Demonstrate body language for a particular situation.

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