

Unit Title: Communication Skills For Business
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJH124
Ofqual Unit Code: R/650/1246

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to communicate in writing in a business context.	1.1	Produce written communications in a business context.
		1.2	Use accurate and appropriate terminology associated with a particular workplace or sector in written communication.
		1.3	Make appropriate use of available technology to produce written communication.
		1.4	Combine text with images/graphics in written communication as appropriate to audience and purpose.
2.	Be able to communicate orally in a business context.	2.1	Communicate clearly using appropriate language to match the audience and purpose of the communication to include: <ul style="list-style-type: none"> • Telephone call • Face to face discussion.
		2.2	Communicate work-related information in a formal presentation to a group.
		2.3	Prepare notes for a proposed contribution on a meeting agenda item.
		2.4	Engage in discussion with colleagues during a meeting, making relevant points.
		2.5	Demonstrate active listening to the ideas of others during a meeting.

Assessment Guidance:

NA

Additional Information:

NA