

Unit Title: Communication In The Workplace
Unit Level: Entry 2
Unit Credit Value: 3
GLH: 30
LASER Unit Code: WJB314
Ofqual Unit Code: A/504/3819

This unit has 5 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about communication.	1.1	Give a reason why we communicate.
		1.2	Give examples of methods of communication.
		1.3	Give an example of effective communication.
		1.4	Give an example of what might happen if information is not communicated.
		1.5	Give an example of how two methods of communication can be combined.
2.	Know what needs to be communicated in the workplace.	2.1	Give an example of where they have to communicate at work.
		2.2	State what information has been given or received.
3.	Know about ways of communicating in the workplace.	3.1	Give an example of acceptable communication in the workplace.
		3.2	Give an example of unacceptable communication in the workplace.
4.	Be able to assess own communication in the workplace.	4.1	Give an example where they communicated effectively.
		4.2	Give an example where they did not communicate in an acceptable/effective way.
5.	Be able to communicate in the workplace.	5.1	Demonstrate acceptable communication in the workplace.

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