

# Access to H.E. National Programme Unit



Unit Title:	Communication: Speaking and Listening Skills	Ungraded Unit Code:	UD23DEV19
Pathway(s):	All Pathways		
Module(s):	Developmental		
Level:	2	Credit Value:	3
Valid from:	11 <sup>th</sup> November 2019	Valid to:	31 <sup>st</sup> July 2025

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1 Be able to communicate with others	1.1 Use language and tone appropriately in a range of situations, for example: offering support, sympathising, negotiating, giving instruction
	1.2 Identify potential and actual barriers to effective speaking and listening
	1.3 Identify and use strategies to overcome barriers to effective speaking and listening
2. Be able to present information to others	2.1 Use features of effective communication, for example, clarity of language and tone
	2.2 Present information and ideas in a logical manner
	2.3 Speak clearly and coherently using appropriate pace and volume
3. Be able to obtain information from others	3.1 Encourage others in a group to speak
	3.2 Create opportunities for listeners to clarify or question information presented to obtain detailed information
4. Be able to engage in discussion	4.1 Make relevant contributions and help to move discussion forward
	4.2 Adapt contributions to discussions to suit

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	audience, context, purpose and situation
	4.3 Use appropriate phrases for interruption and change of topic
	4.4 Support opinions and arguments with evidence
	4.5 Respond to criticism and criticise constructively