

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Speaking Confidently at Work
Unit Reference Number:	L/506/3072
Level:	Entry 3
Credit Value:	1
Minimum GLH:	10

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to contribute to workplace discussions and conversations	1.1 Demonstrate making relevant comments and suggestions in a work setting
	1.2 Demonstrate asking and answering straightforward questions in a work setting
	1.3 Demonstrate volunteering constructive ideas and opinions in a work setting
2. Be able to use language which is appropriate for the work situation	2.1 Describe the difference between formal and informal language
	2.2 Demonstrate speaking formally or informally as appropriate to the situation
	2.3 Identify ways to show politeness when speaking to others in the workplace
3. Know why it is important to speak confidently at work	3.1 Outline why it is important to speak confidently at work