

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Using Communication Skills in a Workplace
Unit Reference Number:	F/615/6262
Level:	Entry 3
Credit Value:	2
Minimum GLH:	20

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to use communication in a work place	1.1 List tasks which require communication skills in a work place
	1.2 Give an example of their use of communication skills in a work place
2. Be able to identify what communication skills they need to develop for a work place	2.1 State communication skills they need in a work place
	2.2 List communication skills that they need to develop in a work place
	2.3 Agree an action plan to develop their communication skills in a work place
3. Be able to develop communication skills in a work place	3.1 Take part in activities to develop their communication skills in a work place
	3.2 Use communication skills in their job role
4. Be able to review their learning	4.1 Identify what went well with using communication skills
	4.2 Give examples of further work needed to develop their communication skills