

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Speaking and Listening at Work
Unit Reference Number:	A/615/6972
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. Understand the need to adjust communication to suit the situation and audience	1.1 Name two situations at work when speaking to others is necessary
	1.2 State why it is sometimes necessary to speak in different ways to different people
2. Be able to use active listening techniques	2.1 Demonstrate listening to another person and state what they have said
	2.2 Demonstrate clarifying and confirming understanding
3. Be able to speak clearly and appropriately to suit a range of situations	3.1 Demonstrate responding to questions clearly and appropriately in a one-to-one and in group situation
4. Understand the role of body language in communicating with others	4.1 State how a person may be feeling by observing their body language