Open Awards Qualification Unit

This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Demonstrating Speaking and Listening Skills
Unit Reference Number:	R/503/9212
Level:	Level 1
Credit Value:	3
Minimum GLH:	27

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to communicate with others	1.1 Respect the turn taking rights of others
	1.2 Use appropriate phrases for interruption
	1.3 Listen actively
	1.4 Speak appropriately to the situation, using clarity, speed and phrasing
	1.5 Use formal language when appropriate
	1.6 Respond to questions on some familiar topics
2. Be able to present information effectively to others	2.1 Provide straightforward information to unknown individuals, by phone
	2.2 Express clearly statements of straightforward fact, explanation, instructions, accounts and descriptions to individuals and to a known group
	2.3 Give a short talk to a known group on a familiar topic
	2.4 Present information and ideas in a logical sequence
	2.5 Include detail to develop ideas where appropriate
3. Be able to obtain information from others	3.1 Listen for and identify relevant information from

		explanations and presentations on a range of straightforward topics
	3.2	Make requests and ask questions to obtain information in familiar and unfamiliar contexts
	3.3	Use strategies to clarify and confirm understanding
4. Be able to engage in discussion	4.1	Follow and contribute to discussions on a range of straightforward topics
	4.2	Provide feedback and confirmation when listening to others
	4.3	Make contributions relevant to the situation and subject