Changing lives through learning

Access to Higher Education Unit

This unit forms part of an Access to HE Diploma. This is a developmental unit so is only available as ungraded.

Unit Title: Communication: Speaking and Listening Skills

Ungraded Unit Reference Number: UD23DEV19

Module: Developmental

Level: Two (2)

Credit Value: Three (3)

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
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 audience, context, purpose and situation

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	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

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