

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Developing Independent Communication Skills
Unit Reference Number:	R/506/2893
Level:	Entry 1
Credit Value:	3
Minimum GLH:	30

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to give a presentation about themselves	1.1 Say who they are and what they are going to talk about
	1.2 Speak clearly
	1.3 Make it obvious when they have finished
2. Be able to talk about an activity	2.1 Listen and answer carefully
	2.2 Talk in a friendly and polite way
3. Be able to answer the telephone	3.1 Speak clearly and politely
	3.2 Reply to a caller's questions
	3.3 Bring someone else to the telephone
4. Be able to join in a discussion	4.1 Answer questions
	4.2 Listen to others
	4.3 Ask some questions during a discussion