

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Communication Skills for Business
Unit Reference Number:	J/507/5222
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to write a formal letter	1.1 Write a formal letter using standard layout
	1.2 Use standard business terminology
	1.3 Use appropriate language to convey the required information
2. Be able to communicate effectively on the telephone	2.1 Open and close a business telephone conversation correctly
	2.2 Conduct a business telephone conversation correctly
3. Be able to take part in a meeting	3.1 Prepare notes for a proposed contribution on one point of a given agenda
	3.2 Make an appropriate contribution to a meeting
	3.3 Take account of the views of other participants in the meeting