

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Using Communication Skills in a Workplace

Unit Reference Number: H/615/5766

Level: Entry Level Two (2)

Credit Value: Two (2)

Minimum Guided Learning Hours: 20

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know communication skills needed in a workplace	1.1 Identify tasks which require communication skills in a workplace
	1.2 State own use of communication skills in a workplace
2. Be able to identify communication skills that he/she needs to develop for a workplace	2.1 Identify communication skills that they need to develop for use in a workplace
	2.2 Identify a target to be included in an action plan to develop their communication skills to use in a workplace
3. Be able to develop communication skills in a workplace	3.1 Contribute to activities to develop their communication skills in a workplace
	3.2 Use communication skills in their job role in a workplace
4. Be able to review his/her learning	4.1 State what went well with using the communication skills that have been developed
	4.2 State what communication skills they want to develop next