Open Awards Qualification Unit

This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Communication Skills for Group and Teamwork
Unit Reference Number:	M/615/6368
Level:	Entry 3
Credit Value:	3
Minimum GLH:	30

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about the roles of group members	1.1 State the different roles of group members when completing specific group activities
2. Be able to communicate verbally with group members	2.1 Give an example of how to use verbal communication appropriately with others
3. Know the importance of listening to others within group situations	3.1 List what is important from information being communicated by others
	3.2 State how to respond appropriately
4. Be able to recognise others' rights to communicate within a group situation	4.1 Give an example of listening to others in a group situation
	4.2 State why it is important to listen without interrupting in a group situation
5. Be able to recognise the importance of co-operation when working in group situations	5.1 Give an example of when co-operation is necessary to achieve a group task
6. Be able to recognise praise and constructive criticism	6.1 State the appropriate response to praise and constructive criticism from others
7. Know about relationships within own team	7.1 Name own team leader
	7.2 State how to respond to own team leader in different structured contexts

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