

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Communicate in a Business Environment

Unit Reference Number: F/615/8142

Level: One (1)

Credit Value: Three (3)

Minimum Guided Learning Hours: 24

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to plan a communication in a business environment	1.1 State why it is important to plan a communication
	1.2 Identify the purpose of a communication
	1.3 State a minimum of 2 different methods of communication
2. Be able to communicate in writing	2.1 Select information needed for a written communication
	2.2 Format information so that it is clear and accurate
	2.3 Use language that suits the purpose of the communications
	2.4 Use accurate grammar, spelling and punctuation, to ensure that the message is clear
	2.5 Check communications and make amendments, as required
	2.6 State a method of prioritising work
	2.7 Outline organisational procedures for saving and filing written communications
3. Be able to communicate verbally	3.1 Be able to communicate verbally
	3.2 Contribute to discussion(s) on a set topic

	3.3 Actively listen to information given by other people
	3.4 Ask relevant questions to clarify own understanding as required
4. Be able to identify and agree ways of developing communication skills	4.1 Use feedback from others to identify and agree ways of improving own communication skills