

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Communication Skills for Group and Teamwork
Unique Reference Number:	T/615/9594
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. Understand the roles and responsibilities associated with working in a group	1.1 Summarise different roles for group members when working in group situations
	1.2 Outline different responsibilities for group members when working in group situations
	1.3 Explain the relationship between own role and that of team leader
2. Be able to communicate with others in a group situation	2.1 Assess own ability to communicate appropriately with others in a range of group situations
	2.2 Analyse own ability to listen to others and respond appropriately to develop conversation
	2.3 Draw conclusions from other group members' views/responses without interrupting
	2.4 Perform effectively in a group discussion
3. Know how to co-operate with others when working in a group situation	3.1 Assess group situations
	3.2 Explain why co-operation is necessary to achieve an agreed outcome in a group situation
	3.3 Compare a range of situations to clarify when it is appropriate to either praise or criticise

3.4 Summarise appropriate response to praise from group members

3.5 Respond positively to criticism from group members

3.6 Assess own ability to give praise and constructive criticism appropriately