



Oxford Cambridge and RSA

Unit Title: Communicate in a business environment

OCR unit number 206
Sector unit number D/601/2475
Level: 2
Credit value: 3
Guided learning hours: 18

Unit purpose and aim

This unit is about being able to communicate clearly and accurately, in writing and verbally, with other people in a business environment.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand the purpose of planning communication	The Learner can: 1.1 Explain reasons for knowing the purpose of communication 1.2 Explain reasons for knowing the audience to whom the communication is being presented 1.3 Describe different methods of communication 1.4 Describe when to use different methods of communication	Learning outcomes 1 to 4 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria.
2. Understand how to communicate in writing	2.1 Identify different sources of information that may be used when preparing written communication 2.2 Describe the communication principles for using electronic forms of written communication in a business environment 2.3 Describe the reasons for using language that suits the purpose of written communication 2.4 Describe ways of organising, structuring and presenting written	

	<p>information so it meets the needs of an audience</p> <p>2.5 Describe ways of checking for the accuracy of written information</p> <p>2.6 Explain the purpose of accurate use of grammar, punctuation and spelling</p> <p>2.7 Explain what is meant by plain English, and why it is used</p> <p>2.8 Explain the need to proofread and check written work</p> <p>2.9 Explain how to identify work that is important and work that is urgent</p> <p>2.10 Describe organisational procedures for saving and filing written communications</p>	
3. Understand how to communicate verbally	<p>3.1 Describe ways of verbally presenting information and ideas clearly</p> <p>3.2 Explain ways of making contributions to discussions that help to move them forward</p> <p>3.3 Describe methods of active listening</p> <p>3.4 Explain the purpose of summarising verbal communications</p>	
4. Understand the purpose of feedback in developing communication skills	<p>4.1 Describe ways of getting feedback on communications</p> <p>4.2 Explain the purpose of using feedback to develop communication skills</p>	
5. Be able to plan communication	<p>5.1 Identify the purpose of communications and the audience(s)</p> <p>5.2 Select methods of communication to be used</p> <p>5.3 Confirm methods of communication, as required</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to communicate in a business environment.</p>

<p>6. Be able to communicate in writing</p>	<p>6.1 Find and select information needed for written communications</p> <p>6.2 Organise, structure and present information so that it is clear, accurate and meets the needs of the audience</p> <p>6.3 Use language that suits the purpose of written communication and the audience</p> <p>6.4 Use accurate grammar, spelling and punctuation, and plain English to make sure that meaning is clear</p> <p>6.5 Proofread and check written communications and make amendments, as required</p> <p>6.6 Confirm what is important and what is urgent</p> <p>6.7 Produce written communications to meet agreed deadlines</p> <p>6.8 Keep a file copy of written communications sent</p>	
<p>7. Be able to communicate verbally</p>	<p>7.1 Verbally present information and ideas to others clearly and accurately</p> <p>7.2 Make contributions to discussion(s) that move the discussion forward</p> <p>7.3 Actively listen to information given by other people, and make relevant responses</p> <p>7.4 Ask relevant questions to clarify own understanding, as required</p> <p>7.5 Summarise verbal communication(s) and agree that the correct meaning has been understood</p>	

8. Be able to identify and agree ways of developing communication skills	8.1 Get feedback to confirm whether the communication has achieved its purpose 8.2 Use feedback to identify and agree ways of improving own communication skills	
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Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Communications log
- Information searches
- Draft communications
- Amended documents
- Emails
- Memos
- Faxes
- Letters
- Copies of messages/notes passed on to others
- Pre-printed forms (completed by you)
- Notes summarising key points (for oral presentation)
- Presentations

- Minutes of meetings indicating contributions
- Feedback on performance
- Action/development plan

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAA614 Communicate in a business environment.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

Resources

Access to working environment with associated equipment and resources

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .