Unit Title:	**Communicate work-related information**
OCR unit number:	2
Level:	2
Credit value:	4
Guided learning hours:	23
Unit reference number:	T/506/1798

Unit aim and purpose

This unit aims to develop the knowledge and skills required to communicate work-related information and introduces learners to the key principles and techniques of work-related communication. Upon completion of this unit, learners will be able to communicate work-related information both verbally and in writing.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the principles and techniques of work-related communication	**The Learner can:** 1.1 Describe communication techniques used to gain and maintain the attention and interest of an **audience** 1.2 Explain the principles of effective written business communications 1.3 Explain the principles of effective verbal communications in a business environment 1.4 Describe the importance of checking the accuracy and **currency of information** to be communicated 1.5 Describe the importance of explaining to **others** the level of confidence that can be placed on the information being communicated 1.6 Describe the advantages and disadvantages of different methods of communication for different purposes	**Audience** may include: • Internal e.g. colleagues, managers, other departments • External e.g. individuals, companies **Currency of information** refers to the most up-to-date version of the information to be communicated **Others** may include: • Colleagues • External stakeholders • Mangers/Senior managers/Directors • Team leader/ Supervisors • Customers internally and externally Plus any others who may be affected by the communication
2 Be able to communicate work-related information	2.1 Identify the information to be communicated	

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Learning Outcomes	Assessment Criteria	Additional Guidance
verbally	2.2 Confirm that the **audience** is authorised to receive the information 2.3 Provide accurate information, using appropriate verbal communication techniques 2.4 Communicate in a way that the listener can understand, using language that is appropriate to the topic 2.5 Confirm that the listener has understood what has been communicated	
3 Be able to communicate work-related information in writing	3.1 Identify the information to be communicated 3.2 Provide accurate information using the appropriate written communication methods and house styles 3.3 Adhere to any organisational confidentiality requirements when communicating in writing 3.4 Use correct grammar, spelling, sentence structure and punctuation, using accepted business communication principles and formats 3.5 Justify opinions and conclusions with evidence	

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

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NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Management & Leadership (2012) National Occupational Standards:	CFAM&LEC4	• Communicate information and knowledge

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 .

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