

Unit Title: Communicate in a business environment

OCR unit number	106
Sector unit number	F/601/2453
Level:	1
Credit value:	4
Guided learning hours:	21

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
<p>The Learner will:</p> <p>1. Know the purpose of planning communication</p>	<p>The Learner can:</p> <p>1.1 Identify the purpose of communication</p> <p>1.2 State different methods of communication and when to use them</p>	<p>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.</p>
<p>2. Understand how to communicate in writing</p>	<p>2.1 Give reasons for using language that suits the purpose of the communication</p> <p>2.2 Describe how to format information so that it is clear and accurate</p> <p>2.3 Give reasons for accurate use of grammar, punctuation and spelling</p> <p>2.4 Explain what is meant by plain English, and why it is used</p> <p>2.5 Explain the need to check work</p> <p>2.6 Outline ways of recognising work that is important and work that is urgent</p> <p>2.7 Outline organisational procedures for saving and filing written communications</p>	

3. Know how to communicate verbally	3.1 Identify methods of verbally presenting information and ideas clearly 3.2 Identify ways of contributing to discussions 3.3 Identify ways of listening actively	
4. Understand the purpose of feedback in developing communication skills	4.1 Identify ways of getting feedback on communications 4.2 Describe the purpose of using feedback to develop communication skills	
5. Be able to plan communication	5.1 Identify the purpose of communications to be presented 5.2 Select methods of communication to be used 5.3 Confirm methods of communication, as required	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to communicate in a business environment.
6. Be able to communicate in writing	6.1 Format information so that it is clear and accurate 6.2 Use language that suits the purpose of the communications 6.3 Use accurate grammar, spelling and punctuation, and plain English to make sure that the message is clear 6.4 Check communications and make amendments, as required 6.5 Agree what is important and what is urgent 6.6 Produce communications to meet agreed deadlines 6.7 Keep a file copy of communications sent	
7. Be able to communicate verbally	7.1 Verbally present information to others so that it is clear and accurate 7.2 Contribute to discussion(s) 7.3 Actively listen to information given by other people 7.4 Ask relevant questions to clarify own understanding,	

	as required	
8. Be able to identify and agree ways of developing communication skills	<p>8.1 Get feedback to confirm whether the communication has achieved its purpose</p> <p>8.2 Use feedback to identify and agree ways of improving own communication skills</p>	

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
- 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)
- 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 BAA613 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.gcda.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 a 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 .