

Unit Title: Communicate effectively with people maintaining the security of information (AB1)

OCR unit number: F/601/2422

Level: 3

Credit value: 3

Guided learning hours: 15

Unit purpose and aim

This unit is about communicating effectively with people – orally, in writing, using electronic and/or telecommunication and using non-verbal forms of communication. The term ‘people’ is used broadly to cover any child, adult, group, community or agency that workers come into contact with, either directly or indirectly. It includes members of the public, individuals who are clients of the justice sector, and colleagues in the workplace.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Understand how to communicate with people.</p>	<p>The Learner can:</p> <p>1.1 Identify the legislation, organisational policies and procedures that apply to communicating with people.</p> <p>1.2 Explain the features of effective communication.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Human Rights Legislation • Freedom of Information • Criminal Procedure and Investigations Act 1996 • PACE Codes of Practice • National Intelligence Model • Data Protection Act. <p>Features may include:</p> <ul style="list-style-type: none"> • Active listening • Paced delivery • Clear delivery • Knowing the audience • Paraphrasing and summarising • Use of non verbal communications • Positioning • Environment.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	1.3 Describe techniques for overcoming barriers to effective communication, (including those that are personal, environmental and social).	Barriers may include: <ul style="list-style-type: none"> • Language • Environment • Misunderstanding Techniques may include: <ul style="list-style-type: none"> • Changing location • Change of communication method • Changing delivery pace • Speaking clearly • Concise and succinct delivery.
2 Understand how to maintain the security of information in communications with people	2.1 Identify the legislation, organisational policies and procedures that apply to the security and management of information. 2.2 Identify types of information that might be sensitive and/or confidential. 2.3 Describe the appropriate precautions to be taken when communicating confidential and/or sensitive information. 2.4 Explain the reasons for alerting an appropriate person when issues arise about the handling of / misuse of information.	This may include: <ul style="list-style-type: none"> • Human Rights Legislation • Freedom of Information • Criminal Procedure and Investigations Act 1996 • PACE Codes of Practice • Data Protection Act. Types of information may include: <ul style="list-style-type: none"> • Personal • Organisational. Appropriate precautions may include: <ul style="list-style-type: none"> • Identity of recipient • Security of communication • Method • Censoring • Anonymising. Reasons may include: <ul style="list-style-type: none"> • Criminal activity • Security breaches • Risk to an individual • Risk to an organisation • Risk to national security • Risk to operational activity.
3 Be able to communicate with people	3.1 Identify and use four different methods of communication which meet the different needs of people.	Methods may include: <ul style="list-style-type: none"> • Oral • Non verbal • Written • Braille • Sign language • Interpretation.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	<p>3.2 Identify and use different methods to reduce any barriers to effective communication.</p> <p>3.3 Explain precautions necessary when communicating sensitive and/or confidential information.</p> <p>3.4 Explain support available when experiencing difficulties in communicating.</p>	<p>Barriers may include:</p> <ul style="list-style-type: none"> • Language • Environment • Misunderstanding <p>Techniques may include:</p> <ul style="list-style-type: none"> • Changing location • Change of communication method • Changing delivery pace • Speaking clearly • Concise and succinct delivery. <p>Appropriate precautions may include:</p> <ul style="list-style-type: none"> • Identity of recipient • Security of communication • Method • Censoring • Anonymising. <p>Sources of support may include:</p> <ul style="list-style-type: none"> • Colleagues • Interpreters • Written materials • Appropriate adults <p>Language Line.</p>

Assessment

Knowledge Element - Application of knowledge should be demonstrated in a learning and development environment prior to application in the workplace.

Workplace Assessment - Competence must be practically demonstrated on two occasions in the workplace

Guidance on assessment and evidence requirements

Candidates must produce their own work and assessors use a range of assessment methods.

Candidates may provide evidence of knowledge and understanding prior to, or during the assessment phase.

Details of relationship between the unit and national occupational standards

Unit AB1

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 .