



Oxford Cambridge and RSA

OCR Level 2 NVQ Certificate in Team Leading – Unit 3

Unit Title:	Communicate information and knowledge (E11)
OCR Unit Number:	3
Unit Number:	H/600/9724
Level:	2
Credit value:	3
Guided learning hours:	10

Unit purpose and aim

This unit will ensure that learners are able to communicate selected information and knowledge to a target audience using appropriate communication techniques and methods.

Learning Outcomes	Assessment Criteria	Exemplification
1 Be able to identify the information required, and its reliability, for communication.	1.1 Explain the information and knowledge that needs communicating. 1.2 Identify the target audience requiring the information and knowledge.	This may include: <ul style="list-style-type: none">• Changes in process, operational or reporting information• Briefings• Team Talks. This may include: <ul style="list-style-type: none">• Colleagues• Team Members• Contractors and external suppliers.
2 Be able to understand communication techniques and methods.	2.1 Identify what techniques and methods can be used to communicate information and knowledge. 2.2 Explain how to select the most appropriate technique and method	This may include: <ul style="list-style-type: none">• Briefings• Presentations• One to one discussions• Team talks• Workshops• Email• Memos• Notices. This may include: <ul style="list-style-type: none">• Formality of the information• Pace and urgency of the expected delivery of the information• Location and demographics of target audience.

Learning Outcomes	Assessment Criteria	Exemplification
3 Be able to communicate information and knowledge using appropriate techniques and methods.	<p>3.1 Communicate to target audience using the appropriate techniques and methods.</p> <p>3.2 Explain how the target audience has received and understood the information communicated.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • One to one • Team talks • Briefings • Presentations • Email • Memo • Notices. <p>This may include:</p> <ul style="list-style-type: none"> • Feedback • Responses • Questions raised • Direct verbal communication.
4 Be able to adapt communication techniques and methods according to target audience response.	4.1 Explain how to modify communication techniques and methods in response to verbal and non-verbal feedback.	<p>This may include:</p> <ul style="list-style-type: none"> • Direct discussion rather than email • Reduction of jargon and non-essential technical data • Questions and discussions on how information was received and understood.

Assessment

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which will need to be made available to the OCR external verifier.

Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. Assessment must be based on naturally occurring evidence from the workplace.

Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities. Simulation is not allowed for this unit.

Guidance on assessment and evidence requirements

You should consult with your assessor to agree the most appropriate sources of evidence available to you in your environment. Examples of possible sources of evidence are shown below but this is not a definitive list nor are the examples shown mandatory:

- Professional discussion with your assessor in respect of your communication style management
- Minutes of meetings with stakeholders and team members

Details of relationship between the unit and national occupational standards

This unit is based on the NOS produced by the Management Standards Centre (MSC)

Management and Leadership NOS unit E11 Communicate information and knowledge

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

Resources

Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work.

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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Evidence Record Sheet

Unit 3 Communicate information and knowledge (E11)

I confirm that the evidence provided is a result of my own work.

Signature of candidate: _____ Date: _____

Evidence reference	Evidence title	Assessment method	LO1		LO2		LO3		LO4
			1.1	1.2	2.1	2.2	3.1	3.2	4.1

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: _____ Name (in block capitals): _____ Date: _____

Countersignature of qualified assessor (if required) and date: _____

IV initials (if sampled) and date: _____ Countersignature of qualified IV (if required) and date: _____

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