Unit Title:	**Principles of business communication**
OCR unit number:	5
Level:	1
Credit value:	3
Guided learning hours:	15
Unit reference number:	A/506/1804

Unit aim and purpose

This unit aims to develop knowledge and understanding regarding the key principles of business communication. Upon completion of this unit, learners will have knowledge of a variety of key business communication principles, including knowing how to use a telephone and voicemail system and knowing how to communicate with others in a business environment. Learners will also know how to produce business documents, and how to store and retrieve information.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Know how to use a telephone and voicemail system in a business environment	**The Learner can:** 1.1 State the features of a telephone and voicemail system 1.2 State how a telephone and voicemail system should be used 1.3 State expected standards of behaviour when using a telephone 1.4 Identify the type of information that should be given when transferring calls and leaving messages	
2 Know how to communicate with others in a business environment	2.1 Outline different methods of business communication 2.2 State why it is necessary to use different methods of communication 2.3 Outline the importance of accuracy and clarity when writing and speaking	
3 Know how to produce business documents	3.1 State the purpose of **different types of business documents** 3.2 State the different techniques for producing business documents	**Different types of business documents** may include: • Minutes • Agenda • Email • Letters • Presentations

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Learning Outcomes	Assessment Criteria	Additional Guidance
	3.3 Outline the importance of using correct spelling, punctuation, grammar and word order in documents	
4 Know how to store and retrieve Information	4.1 Describe different types of information storage and backup systems 4.2 State the different ways in which information can be indexed and stored 4.3 Describe the different ways in which information can be retrieved and presented 4.4 State the purpose of cross-referencing information 4.5 Outline the possible **consequences** of poor information storage	**Consequences** should include those of a legal nature, relating to the individual and to the organisation

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.

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
Business & Administration (2013) National Occupational Standards:	CFABAA211 CFABAD332 CFABAA613 CFABAA621 CFABAA622	• Produce documents in a business environment • Store and retrieve information using a filing system • Understand how to communicate in a business environment • Make and receive telephone calls • Use voicemail message systems

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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