Unit Title:	**Effective communication for work**
OCR unit number:	N15
Life and Living Skill Area:	World of Work
Level:	Entry 3
Credit value:	2
Guided learning hours:	20

Unit purpose and aim

To develop skills to communicate effectively in a work situation.

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
The Learner will: 1 Be able to communicate appropriately for the workplace	**The Learner can:** 1.1 Communicate information appropriately for the workplace	The learner communicates information in an appropriate way in the workplace. For example: the learner provides appropriate responses to situations such as being instructed to undertake a task or contact a customer; the learner observes different forms of communication and models their own methods on these observations, such as using face to face low tone/signed discussion for private conversations, greets customers in a friendly voice tone/signed greeting, uses the telephone to contact/email people who are not in the same room etc. The learner takes part in role play activities to demonstrate appropriate forms of communication in a workplace setting, such as handling an enquiry or complaint from a customer, contacting a supervisor or manager; the learner is polite, listens/observes etc.
2 Be able to choose a method of communication	2.1 Choose an appropriate communication method for a given purpose	The learner selects an appropriate form of communication for a purpose they have been provided with. For example learners could be asked to select an appropriate

© OCR 2021

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
		form of communication to: invite people to a special event, inform a customer an order is ready for collection, to request information from a person in authority such as a senior manager/supervisor.
3 Know how to use communication to support the work of others	3.1 Share information with others using an appropriate method of communication	The learner shows that they can share information with others using an appropriate format to communicate with them. For example: the learner uses warning signs or notices to let colleagues know that the floor is wet, the learner telephones a person to answer a short query or provide brief information, the learner sends a short email to a group of people to invite them to a meeting.
4 Know how to follow instructions	4.1 Follow a given set of instructions accurately	The learner can follow a simple set of instructions with accuracy. For example: the learner operates simple equipment/machinery following instructions to switch it on, use any guards or protective equipment and operates it safely; the learner answers the telephone with the appropriate greeting and transfers calls or takes messages as instructed; the learner sorts mail by address, date stamps it and puts it in appropriate office in-trays as instructed. The learner can make use of adaptive resources or aids to assist them with their task instructions such as text based , Braille, signed, photographic and spoken instructions etc.

Assessment

This unit may be assessed using any method, or combination of methods, which clearly demonstrate that the learning outcomes and assessment criteria have been met.

This unit will be assessed at Entry Level 3 and the methods of assessment will be appropriate to the learner's study, workplace and/or assessment environment and needs. To meet the assessment criteria the learner will show that the can communicate appropriately for the

© OCR 2021

workplace, choose an appropriate method of communication, share information with others and follow simple instructions accurately.

Assessment materials and information may be presented in a variety of formats appropriate for the learner and their assessment/educational/workplace environment. For example: text-based, computer, adapted technology, Braille, audio and audio/visual, photographs, spoken, signed, Braille, diagrams and raised diagrams etc formats. This list is not exhaustive

Possible ways of demonstrating that the assessment criteria have been met are provided in the third column of the unit, these are examples only, learners may demonstrate their ability to meet the criteria in many other ways.

Evidence requirements

The aim of this unit is to enable the learner to develop skills to communicate effectively in a work situation. Evidence for assessment will show that the learner can communicate appropriately in the workplace environment.

Evidence will be appropriate to the learner's needs, workplace, study and/or assessment environment

The Record of Assessment and Evidence for this unit must be completed in full and signed by the assessor to confirm the evidence is authentic and meets the requirements of the learning outcomes and assessment criteria. The completed Record of Assessment and Evidence, together with any other appropriate form of evidence that has been generated for the unit, must be submitted for moderation.