

Unit Title: Communication Skills
Level: Two
Credit Value: 3
GLH:
NOCN Unit Code: KB0/2/TE/001
QCA Unit Reference
Grading Descriptors: Not Applicable

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the meaning of communication	1.1. Outline different types of communication
2. Recognise the effectiveness of good communication	2.1. Describe different ways of communicating clearly and effectively
3. Recognise appropriate forms of communication	3.1. Discuss both appropriate and inappropriate forms of communication
4. Be aware of social and cultural influences on communication	4.1. Discuss the effects of social and cultural influences on communication
5. Recognise the skills necessary for improving communication	5.1. Illustrate and present examples of skills that could improve and develop communication skills

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ASSESSMENT INFORMATION

Guidance:

This grid gives details of the assessment activities to be used with the unit attached. Please refer to the NOCN Handbook for definitions of each activity and the expectations for assessment practice and evidence for moderation.

The assessment activities for this unit are indicated in the table below:

Key: P = Prescribed – this assessment method *must* be used to assess the unit.
O = Optional – this assessment method *could* be used to assess the unit.

Case study		Project	
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	
Oral question and answer		Performance/exhibition	
Written description		Production of artefact	
Reflective log / diary		Practice file	

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication		Working with others	
Information Technology		Problem solving	
Application of Number		Improving Own Learning and Performance	

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Accredited Start date:
Accredited End date:
Unit Sector/Subject area:
Grading descriptors:
Availability for Use:

Purpose and Aim of the Unit	Free Text
Restrictions on the Availability	Free Text or N/A
Additional Assessment Requirements	Free Text or N/A
Details of relationship between the Unit and the NOS	Free Text or N/A
Details of relationship between the Unit and Standards (not NOS)	Free Text or N/A
Endorsement of the Unit by	Free Text or N/A