

Unit Title: Speaking and Listening Skills	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HD3/2/LQ/015
Ofqual Unit Reference Number:	A/506/0670

*This unit has 4 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Be able to communicate with others.	1.1. Demonstrate language and tone in different situations. 1.2. Demonstrate actual and potential barriers to effective speaking and listening. 1.3. Demonstrate strategies to overcome barriers to effective speaking and listening.
2. Be able to present information to others.	2.1. Present information in a logical manner. 2.2. Present ideas in a logical manner. 2.3. Speak clearly and coherently using appropriate pace and volume.
3. Be able to obtain information from others.	3.1. Encourage others in a group to speak. 3.2. Create opportunities for listeners to clarify or question information presented.
4. Be able to engage in discussion.	4.1. Demonstrate the ability to create relevant contributions and help to move discussion forward. 4.2. Demonstrate ability to adapt contributions to discussions to suit audience, context, purpose and situation. 4.3. Use a range of phrases for interruption and change of topic. 4.4. Select and use evidence to support opinions and arguments. 4.5. Respond to criticism and criticise constructively.

## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed** This assessment method *must* be used to assess all or part of the unit.

**O = Optional** This assessment method *could* be used to assess all or part of the unit.

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