

Unit Title: Communication in the Workplace	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	HC4/1/LQ/039
Ofqual Unit Reference Number:	J/504/7517

*This unit has 4 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Know about the lines of communication within own organisation.	1.1. Identify the structure of own organisation. 1.2. Describe methods used for giving and receiving information in own workplace.
2. Understand the need to communicate effectively with others in the workplace.	2.1. Identify reasons for communicating effectively with others in the workplace. 2.2. Identify the implications of poor communication with colleagues.
3. Know how to communicate with others about tasks in the workplace.	3.1. Describe how others are kept informed of progress on tasks. 3.2. Identify features of constructive feedback. 3.3. Demonstrate an appropriate way of responding to feedback.
4. Know how conflict is dealt with in own organisation.	4.1. Identify the location of own organisation's policy for managing conflict in the workplace. 4.2. Give examples of how communication can be used to help resolve conflict in an organisation.

## 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	O	Role play/simulation	
Essay	O	Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	