

Unit Title: Speaking and Listening Skills	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	HD3/1/LQ/015
Ofqual Unit Reference Number:	J/506/0669

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to communicate with others.	1.1. Use appropriate phrases for interruption. 1.2. Demonstrate active listening techniques. 1.3. Respond verbally to a situation, using clarity, speed and phrasing. 1.4. Use formal language when the situation requires it. 1.5. Respond to questions on familiar topics.
2. Be able to present information effectively to others.	2.1. Demonstrate straightforward information to unknown individuals using a variety of methods. 2.2. Demonstrate communicating the following: <ul style="list-style-type: none"> ☒ straightforward fact; ☒ explanation; ☒ instruction; ☒ account; ☒ description. 2.3. Give a short talk to a known group on a familiar topic. 2.4. Present information in a logical sequence. 2.5. Present ideas in a logical sequence developing ideas where appropriate.
3. Be able to obtain information from others.	3.1. Demonstrate identifying key pieces of information from explanations and presentations. 3.2. Make requests and ask questions to obtain information in familiar and unfamiliar contexts. 3.3. Use strategies to clarify and confirm understanding.

4. Be able to engage in discussion.

4.1. Make at least two contributions to four different discussions.

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	O
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description		Production of artefact	