

Unit Title: Introduction to Group and Teamwork Communication Skills	
Level:	Entry Three
Credit Value:	3
GLH:	30
OCNLR Unit Code:	HB1/E3/LQ/039
Ofqual Unit Reference Number:	R/505/8570

This unit has 6 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the roles of different group members working together.	1.1. State the different roles of group members when completing specific group activities.
2. Understand how to communicate verbally with group members.	2.1. Give an example of using verbal communication appropriately with others.
3. Understand the importance of listening to others within group situations.	3.1. Give an example of listening to others in a group situation. 3.2. State why it is important to listen without interrupting in a group situation.
4. Understand the importance of cooperation when working in group situations.	4.1. Give an example of when cooperation is necessary to achieve a group task.
5. Know how to respond to praise and constructive criticism.	5.1. Give an appropriate response to praise from others. 5.2. State what is meant by 'constructive criticism'. 5.3. Give an appropriate response to constructive criticism from others.
6. Understand relationships within own team.	6.1. Name own team leader. 6.2. State how to respond to own team leader in different structured contexts.

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	P
Essay		Practical demonstration	
Report		Group discussion	P
Oral question and answer	P	Performance/exhibition	
Written description		Production of artefact	