

Speaking and Listening Skills	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	HD2/1/LQ/001
Ofqual Unit Reference Number:	H/508/0699

*This unit has 3 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. 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. Give straightforward information to unknown individuals using a variety of methods. 2.2. Communicate the following: a) straightforward fact b) explanation c) instruction d) account e) 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. Identify 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	O	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	O	Practice file	