

Unit Title	Communication Skills in the Workplace
Ofqual unit reference number (code)	R/506/7107
Organisation Reference	CSW1V2
Unit Level	One
Unit Sub Level	None
GLH	18
Unit Credit Value	2
Sector Subject Areas	14.2 Preparation for Work
Unit Grading Structure	Pass
Availability	Shared
Restricted Organisations	N/A
Assessment Guidance	This unit may be assessed within a simulated work environment.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the need to communicate effectively in the workplace.	1.1. Outline the need for effective communication with others in the workplace. 1.2. Outline the implications of poor communication with: (a) colleagues (b) customers.
2. Know how to communicate with others when undertaking tasks in the workplace.	2.1. Identify how to keep others informed about own progress when undertaking tasks at work. 2.2. Outline the features of constructive criticism. 2.3. Respond appropriately to feedback from: (a) colleagues (b) customers.
3. Be able to deal with complaints.	3.1. Outline key features of the organisation's complaints policy. 3.2. Use effective communication skills to help to resolve complaints using: (a) verbal communication skills (b) non-verbal communication skills.

Equivalences	N/A
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