Unit 45 - Communication in the Workplace

Overview

Communication in the workplace at Entry Level 3 requires the candidate to understand the general communication tools and protocols in a work place and how it might impact them. They need to understand what to use and how to use ot properly in different situations. They need to demonstrate that they can communicate effectively and efficiently.

A work activity will typically be 'straightforward or routine' because:

The task or context will be familiar and involve few variable aspects. The techniques used will be familiar or commonly undertaken.

Example of context – Make a simple report on work based communications.

Assessor's guide to interpreting the criteria

General Information

QCF general description for Level 1 qualifications

- Achievement at RQF entry level 3 (EQF Level 1) reflects the ability to use relevant knowledge, skills and procedures to complete routine tasks. It includes responsibility for completing tasks and procedures subject to direction or guidance.
- Use knowledge of facts, procedures and ideas to complete well- defined, routine tasks. Be aware of information relevant to the area of study or work
- Complete well-defined routine tasks. Use relevant skills and procedures. Select and use relevant information. Identify whether actions have been effective.
- Take responsibility for completing tasks and procedures subject to direction or guidance as needed

Requirements

- Standards must be confirmed by a trained Level 1 Assessor or higher
- Assessors must at a minimum record assessment judgements as entries in the online mark book on the INGOTs.org certification site.
- Routine evidence of work used for judging assessment outcomes in the candidates' records of their day to day work will be available from their e-portfolios and online work. Assessors should ensure that relevant web pages are available to their Account Manager on request by supply of the URL.
- When the candidate provides evidence of matching all the criteria to the specification, subject to the guidance below, the assessor can request the award using the link on the certification site. The Account Manager will request a random sample of evidence from candidates' work that verifies the assessor's judgement.
- When the Account Manager is satisfied that the evidence is sufficient to safely make an award, the candidate's success will be confirmed and the unit certificate will be printable from the web site.
- Each unit at Level 1 has recommended 40 guided learning hours based on time required to complete by an average learner.

Assessment Method

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Assessors can score each of the criteria N, L, S or H. N indicates no evidence and it is the default setting. L indicates some capability but some help still required to meet the standard. S indicates that the candidate can match the criterion to its required specification in keeping with the overall level descriptor. H indicates performance that goes beyond the expected in at least some aspects. Candidates are required to achieve at least S on all the criteria to achieve the full unit award. Once the candidate has satisfied all the criteria by demonstrating practical competence in realistic contexts they achieve the unit certificate.

Expansion of the assessment criteria

1. The candidate will know about communication

1.1 I can state the purpose of communication

Candidates should be give their own basic definition of communication

Evidence: Documentation in portfolios, assessor observations.

Additional information and guidance

In most cases, candidates can give a simple statement about what they think communication [1] is.

1.2 I can give examples of methods of communication

Candidates should be able to list some different methods

Evidence: Documentation in portfolios, assessor observations.

Additional information and guidance

Candidates need to list a few examples such as talking, writing letters/email etc

1.3 I can give examples of effective communication

The candidate will show they understand that communication needs to be effective

Evidence: From portfolios, assessor observations.

Additional information and guidance

What is effective communication. If a building is on fire and you don't shout loudly enough to the people inside, it is clearly not effective, or if you give the wrong information. An effective communication is one that achieves a goal of some kind. If you need to tell someone something important, then it is only effective if they do as asked.

1.4 I can give an example of ineffective communication

The candidate will have some example of when it wasn't effective

Evidence: From portfolios, assessor observations.

Additional information and guidance

As with 1.3 above, if you don't say the right things, or don't say it loudly or clearly enough, then it will not achieve the aim it was supposed to so will be ineffective.

1.5 I can give examples of communicating with two methods together

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The candidate will have show two methods together

Evidence: From portfolios, assessor observations.

Additional information and guidance

An example here might be a powerpoint presentation where you are showing people some images but also explaining via your voice what these mean.

2. The candidate will know what needs to be communicated in the workplace

2.1 I can give examples of times when I have to communicate in the course of my work

The candidate will be able to give an example of their own work based communication

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

This will depend on what work the candidates are undertaking, but is likely to be email, powerpoints, phone calls etc.

2.2 I can state what information I need to give

The candidate will give an example of some of their required information

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

As with 2.2, this will depend on the work they are doing, but could be some over the phone instructions to customers or guidance on how to use a product such as a laptop if they are working in a retail shop.

2.3 I can state what information I may receive from others

The candidate will give examples of communication they deal with

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

As with the above criteria, it will be job dependent, but could be requests for prices, customer calls for support etc.

2.4 I can give examples of what might happen if I did not receive information

The candidate will list some of the consequences of not getting information

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

Examples here will be what if cases of not receiving something. They may have requested some details from a customer for a refund, but the customer did not send their address, for example.

2.5 I can give examples of what might happen if I did not give information

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The candidate will give some examples of missing information

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

A customer might call asking for a support line and you may give them a phone number but miss off a number meaning that their cal will not work.

3. The candidate will know about ways of communicating in the workplace

3.1 I can give an example of acceptable communication

The candidate will be able to list an acceptable communication

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

The classic example here is in formal/informal letters and using Dear Sir/madam or Your sincerely etc. Other acceptable means will be related to general politeness and professionalism.

3.2 I can give examples of unacceptable communication

The candidate will be able to give some counter examples to 3.1

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

Most instances here will be the opposite of 3.1. If you are talking to your boss and they have not asked for you to call them by their first name, they may be offended if you do.

4. The candidate will be able to assess their own communication in the workplace

4.1 I can give an example where I have not communicated in an acceptable way

The candidate will be able to give an example where they did the wrong thing

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

Most of us have probably been in a situation where we did not communicate in an acceptable way. It is often related to politeness and good manners, though these are obviously varied and can change in different cultures. An advert on TV [2] from a high street played on this when people were doing the wrong thing by the local culture which was OK in their own.

4.2 I can give an example where I have communicated in an acceptable and effective way

The candidate will be able to give an example where they were effective and used acceptable language

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

Perhaps a video of where they did a presentation.

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5. The candidate will be able to communicate in the workplace

5.1 I can demonstrate effective communication

The candidate will be able to demonstrate effective communication

Evidence: From assessor observations

Additional information and guidance

Candidates can demonstrate to their assessor how well they communicate in their own workplace. It could also be from feedback from colleagues or customers.

5.2 I can demonstrate acceptable communication

The candidate will be able to demonstrate acceptable communication

Evidence: From assessor observations

Additional information and guidance

As with 5.1, from colleagues or direct observation of the assessor. They could also make a video as an example of their best practice.

Moderation/verification

The assessor should keep a record of assessment judgements made for each candidate guided by the above guidance. Criteria should be interpreted in the context of the general descriptors of RQF Level 1 qualifications. They should make notes of any significant issues for any candidate and be in a position to advise candidates on suitable routes for progression. They must be prepared to enter into dialogue with their Account Manager and provide their assessment records to the Account Manager through the on-line mark book. They should be prepared to provide evidence as a basis for their judgements through reference to candidate e-portfolios. Before authorising certification, the Account Manager must be satisfied that the assessors judgements are sound. In the event of missing evidence, the assessor will be requested to gather appropriate information before the award can be made.

Source URL: https://theingots.org/community/emel3u45x

Links
[1] https://simple.wikipedia.org/wiki/Communication
[2] https://www.youtube.com/watch?v=6_WAmt3cMdk&list=PLAEKUX2eV4jJEqwQnxJjXjlz09G7GGk7f

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