

Unit 3 - Using Communication Skills in a Work Place

Overview

Using communication skills in a work place at Entry Level 3 requires the candidate to be able to demonstrate good communication skills and practices. They need to be able to understand why and how these skills work and be able to assess their effectiveness. They need to demonstrate that they understand their own effectiveness and can improve them further as required.

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 presentation on work based communication skills.

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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(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function(){(i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new Date();a=s.createElement(o),m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefore(a,m)})(window,document,'script','//www.google-analytics.com/analytics.js','ga'); ga('create', 'UA-46896377-2', 'auto'); ga('send', 'pageview');
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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 be able to use communication in a work place

1.1 I can list tasks which require communication skills in a work place

Candidates should be able to list areas of their work which require good communication skills

Evidence: Documentation in portfolios, assessor observations.

Additional information and guidance

Internal and external contact with people will always require good communication skills. Whether you are dealing with colleagues on your team, interacting with your line manager or dealing with customers or suppliers, you need to be able to communicate with them what it is you need from them. Candidates should be able to list the tasks that relate to the work they are currently doing.

1.2 I can give an example of my use of communication skills in a work place

Candidates should be able to give a good example

Evidence: Documentation in portfolios, assessor observations.

Additional information and guidance

Perhaps they were able to negotiate a pay rise from their boss or work with their union representative to protect a colleague from management. Maybe they have a really good way of explaining a product to customers that leads to greater sales. Any such examples they have need to be expressed.

2. The candidate be able to identify what communication skills they need to develop for a work place

2.1 I can state communication skills I need in a work place

The candidate will be able to state what communication skills they use help them in their day to day work

Evidence: From portfolios and assessor observations

Additional information and guidance

Are they able to speak clearly to all kinds of people? Some people who are very skilled and technical do not have the ability to explain things in a simple way to non-technical people. perhaps the candidate has this valuable skill.

2.2 I can list communication skills that I need to develop in a work place

The candidate will be able to list areas for improvement

Evidence: From portfolios and assessor observations

Additional information and guidance

Candidates should be aware, or may have been made aware, of areas of their communication that need improving. Perhaps they don't use formal language effectively in dealing with certain suppliers or they are too patronizing to people who don't understand technical terms. These need to be addressed and there is always room to improve.

2.3 I can agree an action plan to develop my communication skills in a work place

The candidate will be able to identify their plan to fix any issues

Evidence: From portfolios and assessor observations

Additional information and guidance

Most candidates will have some form of work based review and this should identify areas they need to work on. It should also offer support from internal or external people to make this happen. Candidates need to show what their plan is with some basic timelines and targets.

3. The candidate will be able to develop communication skills in a work place

3.1 I can take part in activities to develop my communication skills in a work place, independently

The candidate will be able to identify the activities they will use to help them improve

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

Most good companies will value their employees and if they see some areas of weakness they will offer CPD (Continuing Professional Development) to help the workers improve. Candidates might do this themselves through enrolling in college courses or doing some self-study.

3.2 I can use communication skills in my job role, independently

The candidate will be able to identify their communication strengths

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

Candidates should keep a log of their development and this should identify their own perceptions of their strengths in communication with some examples. This type of log will help them keep track of their development and see any areas that are falling behind and need more attention.

4. The candidate will be able to review their learning

4.1 I can identify what went well with using communication skills

The candidate will identify their communication strengths

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

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Candidates should keep a log of their development and should be able to cite some examples of when their communication skills led to a positive outcome.

4.2 I can give examples of further work needed to develop my communication skills

The candidate will be able to give examples of further areas of development

Evidence: From portfolios, local testing, assessor observations

Additional information and guidance

Linked to 4.1, candidates should log times when they were not happy with the outcome of their communication with someone else and are aware of what is needed to improve this and will work on that.

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.

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