

Title:	Business Communication Skills
Level:	Level 1
Credit value:	3
GLH:	27
Unique Reference Number:	M/652/0541
Sector Subject Area:	14.1 Foundations for Learning and Life
Aim:	The aim of this unit is to develop the learner's knowledge and skills in communicating effectively in a business environment. Learners will develop the ability to communicate clearly with colleagues, customers and others in the workplace using appropriate communication methods and professional behaviour.
Assessment Type:	Assessment of this unit will be through an internally set and internally assessed portfolio of evidence.
Assessment Guidance:	<p>Assessment decisions for skills-based learning outcomes must be made during the learner's normal work activity. Direct observation should form a primary source of evidence and be supported, where appropriate, by discussion, annotated screenshots or photographs, saved documents, or witness statements.</p> <p>Skills-based assessment must be carried out over an appropriate period of time to ensure consistency and independence of performance.</p> <p>Evidence must confirm that the learner can communicate clearly and appropriately in workplace situations using suitable communication methods.</p>

Learning outcomes

The learner will:

1. Understand the purpose of communication in a business environment.

Delivery content:

The aim of this learning outcome is to develop the learner's understanding of why communication is important in a business environment and how it supports workplace activities.

The learner must demonstrate that they can:

<p>1.1 Identify different types of communication used in a business environment.</p> <p>1.2 Describe the purpose of communication in the workplace.</p> <p>1.3 Explain the importance of clear communication in business situations.</p>
<p>2. Be able to communicate clearly in a business environment.</p>
<p>Delivery content:</p> <p>The aim of this learning outcome is to develop the learner’s skills in communicating clearly and appropriately in workplace situations.</p> <p>The learner must demonstrate that they can:</p> <p>2.1 Use appropriate communication methods in workplace situations.</p> <p>2.2 Communicate information clearly to others.</p> <p>2.3 Use appropriate tone and behaviour when communicating in the workplace.</p>
<p>3. Be able to listen and respond appropriately in workplace communication.</p>
<p>Delivery content:</p> <p>The aim of this learning outcome is to develop the learner’s skills in listening to others and responding appropriately during workplace communication.</p> <p>The learner must demonstrate that they can:</p> <p>3.1 Listen carefully to information provided by others.</p> <p>3.2 Respond appropriately to questions or information.</p> <p>3.3 Ask questions to clarify information when required.</p>
<p>4. Be able to communicate using different workplace communication methods.</p>
<p>Delivery content:</p> <p>The aim of this learning outcome is to develop the learner’s skills in using different communication methods commonly used in a workplace.</p> <p>The learner must demonstrate that they can:</p> <p>4.1 Use verbal communication in workplace situations.</p> <p>4.2 Use written communication to share information.</p> <p>4.3 Use digital communication methods appropriately.</p>

<p>Scope of Training</p> <p>The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.</p>	
<p>Requirements</p>	
<p>Types of communication used in a business environment:</p>	<p>Definition:</p> <p>Different ways information is shared between individuals or groups in a workplace.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must understand that communication in a business environment may include: <ul style="list-style-type: none"> ○ Verbal communication. ○ Written communication. ○ Digital communication. ○ Non-verbal communication. • Learners should recognise that different communication methods are used depending on the situation. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Face-to-face communication. • Telephone communication. • Email or messaging systems. • Communication during meetings or discussions.
<p>Purpose of communication in the workplace:</p>	<p>Definition:</p> <p>The reason communication takes place within a workplace to support business activities.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must understand that communication in the workplace may be used to: <ul style="list-style-type: none"> ○ Share information. ○ Give instructions. ○ Ask questions or request information. ○ Provide updates or feedback.

	<ul style="list-style-type: none"> • Learners should recognise that communication helps employees work effectively together. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Communicating with colleagues. • Communicating with customers or clients. • Sharing information between teams. • Communicating tasks or responsibilities.
<p>Importance of clear communication in business situations:</p>	<p>Definition: Ensuring information is communicated in a way that is easily understood and avoids confusion or mistakes.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must understand that clear communication involves: <ul style="list-style-type: none"> ○ Speaking or writing clearly. ○ Providing accurate information. ○ Ensuring messages are easy to understand. ○ Avoiding misunderstandings. • Learners should recognise that clear communication supports effective workplace operations. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Checking that information has been understood. • Using appropriate language for the audience. • Providing clear instructions.. • Confirming information when required.
<p>Appropriate communication methods in workplace situations:</p>	<p>Definition: Selecting and using suitable ways to communicate information in a workplace depending on the situation or purpose.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Use suitable communication methods in workplace situations. ○ Choose communication methods appropriate for the message or task.

	<ul style="list-style-type: none"> ○ Recognise when different communication methods should be used. ● Examples may include: <ul style="list-style-type: none"> ○ Verbal communication with colleagues. ○ Written communication such as notes or messages. ○ Digital communication such as email or messaging tools. <p>Teaching could include:</p> <ul style="list-style-type: none"> ● Choosing communication methods depending on the audience. ● Communicating information during workplace tasks. ● Using different communication methods to share information.
<p>Communicate information clearly to others:</p>	<p>Definition: Sharing information in a way that is easy to understand and supports effective communication.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> ● Learners must be able to: <ul style="list-style-type: none"> ○ Communicate information clearly. ○ Provide information that is accurate and understandable. ○ Ensure messages are appropriate for the situation. ● Examples may include: <ul style="list-style-type: none"> ○ Explaining tasks or information to colleagues. ○ Sharing updates or instructions. ○ Providing information in workplace conversations. <p>Teaching could include:</p> <ul style="list-style-type: none"> ● Summarising information when communicating. ● Giving clear instructions. ● Confirming that information has been understood.
<p>Use appropriate tone and behaviour when</p>	<p>Definition: Using suitable language, attitude and behaviour when communicating in a workplace environment.</p> <p>Teaching must include:</p>

<p>communicating in the workplace:</p>	<ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Communicate in a professional and respectful manner. ○ Use appropriate tone when speaking or writing. ○ Demonstrate positive behaviour when interacting with others. • Examples may include: <ul style="list-style-type: none"> ○ Polite and respectful communication. ○ Professional language when communicating with colleagues or customers. ○ Appropriate behaviour during conversations. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Adapting tone depending on the audience. • Using positive communication behaviours. • Maintaining professionalism during workplace communication.
<p>Listen carefully to information provided by others:</p>	<p>Definition: Paying attention to information shared by others in order to understand the message being communicated.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Listen attentively when others are speaking. ○ Focus on the information being communicated. ○ Demonstrate understanding of the information provided. • Examples may include: <ul style="list-style-type: none"> ○ Listening to instructions from colleagues or supervisors. ○ Listening to information shared during discussions. ○ Listening to requests or questions from others. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Recognising when information is important. • Avoiding interruptions while others are speaking. • Demonstrating active listening behaviours.
<p>Respond appropriately to</p>	<p>Definition: Providing suitable responses when communicating with others in workplace situations.</p>

<p>questions or information:</p>	<p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Respond appropriately to information shared by others.. ○ Provide relevant responses during conversations. ○ Communicate responses clearly and respectfully. • Examples may include: <ul style="list-style-type: none"> ○ Answering questions from colleagues. ○ Responding to requests for information. ○ Acknowledging instructions or feedback. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Providing clear and concise responses. • Responding during workplace discussions. • Confirming understanding of information.
<p>Ask questions to clarify information:</p>	<p>Definition: Requesting additional information when a message or instruction is unclear or requires further explanation.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Ask questions when information is unclear. ○ Seek clarification to ensure understanding. ○ Use appropriate language when asking questions. • Examples may include: <ul style="list-style-type: none"> ○ Asking for clarification of instructions. ○ Requesting additional details about a task. ○ Confirming information with colleagues. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Asking follow-up questions during discussions. • Confirming understanding of instructions. • Seeking clarification during workplace communication.
<p>Verbal communication in workplace situations:</p>	<p>Definition: Communicating information through spoken interaction with others in a workplace.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to:

	<ul style="list-style-type: none"> ○ Communicate verbally with colleagues or others in workplace situations. ○ Speak clearly when sharing information. ○ Use appropriate language when communicating verbally. <p>Examples may include:</p> <ul style="list-style-type: none"> ● Conversations with colleagues. ● Giving or receiving instructions. ● Discussing tasks or workplace activities. <p>Teaching could include:</p> <ul style="list-style-type: none"> ● Communicating during meetings or discussions. ● Asking or answering questions verbally. ● Communicating information during workplace tasks.
<p>Written communication to share information:</p>	<p>Definition: Communicating information in written form to share messages or information within a workplace.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> ● Learners must be able to: <ul style="list-style-type: none"> ○ Communicate information using written communication. ○ Write messages that are clear and easy to understand. ○ Ensure written communication is appropriate for the situation. ● Examples may include: <ul style="list-style-type: none"> ○ Notes or messages. ○ Simple workplace documents. ○ Written instructions or information. <p>Teaching could include:</p> <ul style="list-style-type: none"> ● Short reports or summaries. ● Written updates for colleagues. ● Written communication used during workplace tasks.
<p>Digital communication methods appropriately:</p>	<p>Definition: Using digital tools or systems to communicate information in a workplace.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> ● Learners must be able to:

	<ul style="list-style-type: none">○ Communicate using digital communication tools.○ Share information appropriately using digital systems.○ Use digital communication methods in workplace situations.● Examples may include:<ul style="list-style-type: none">○ Email communication.○ Workplace messaging systems.○ Communication using digital platforms.● Teaching could include:<ul style="list-style-type: none">● Sharing information using online communication tools.● Communicating with colleagues using workplace systems.● Using digital communication during workplace tasks.
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