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| Unit | Interpersonal and written communications 1 | |
| SSC Code | IWC1 | |
| SQA Code | H39H 04 | |
| SCQF Level | 5 | |
| SCQF Credit Value | 6 | |
| Unit summary | | |
| Learning Outcomes The learner will: | | Assessment Criteria |
| 1. Know interpersonal communication techniques | 1.1 Identify verbal and non-verbal communication techniques 1.2 Describe attentive listening techniques 1.3 Identify positive and negative language 1.4 Describe the impact of listening barriers when communicating 1.5 Identify question types | |
| 2. Be able to communicate interpersonally | 2.1 Listen actively 2.2 Clarify and confirm audience understanding 2.3 Respond to questions with accurate information 2.4 Identify and reduce listening barriers 2.5 Maintain focus on the purpose of the communication | |
| 3. Know basic techniques for communicating in writing | 3.1 Identify how different formats and media can be used to meet audience needs. 3.2 Identify when to use business and technical terminology 3.3 Describe how writing can be structured to help convey key information | |
| 4. Be able to communicate and identify | 4.1 Identify the key information to be conveyed and the | |

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| familiar information in writing | <p>intended audience</p> <p>4.2 Use media, format and structures which are suitable for the intended audience.</p> <p>4.3 Review own written work to ensure clarity and minimise spelling and grammatical errors.</p> <p>4.4 Identify key information in the written work of others.</p> |
| Additional information about the unit | |
| Guidance on approaches to assessment | <p><i>LOs 2 & 4 must be assessed in the workplace.</i></p> <p>Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.</p> |
| Details of the relationship between the unit and relevant National Occupational Standards or other professional standards | <p>This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos</p> |
| Location of the unit within the subject/sector classification system | IT Professional |
| Name of the organisation submitting the unit | e-skills UK |