

Unit	Interpersonal and written communications	
SSC Code	IWC3	
SQA Code	H39K 04	
SCQF Level	8	
SCQF Credit Value	12	
Unit summary		
<b>Learning Outcomes</b> The learner will:	<b>Assessment Criteria</b>	
1. Understand and evaluate interpersonal communication techniques	1.1 Explain and contrast verbal and non-verbal communication techniques 1.2 Explain attentive listening techniques 1.3 Analyse the impact of positive and negative language 1.4 Describe the impact of listening barriers when communicating and how they can be avoided 1.5 Evaluate different question types and how they can be most effectively used 1.6 Analyse the impact of cultural differences on interpersonal communications 1.7 Differentiate between facts and feelings	
2. Be able to communicate interpersonally	2.1 Select and adapt communication style and terminology to meet the needs of the audience 2.2 Listen actively 2.3 Clarify and confirm audience understanding 2.4 Respond to questions with accurate information that meet the needs of the audience 2.5 Identify and avoid listening barriers 2.6 Maintain focus on the purpose of the communication	

	2.7 Provide advice and guidance to colleagues on communicating information
3. Understand techniques for communicating in writing	3.1 Evaluate how different formats and media can best be used to meet the needs of different audiences  3.2 Explain when business and technical terminology should be used  3.3 Evaluate the ways in which writing can be structured to convey key information
4. Be able to communicate and interpret complex information in writing	4.1 Identify the key information to be conveyed and the intended audience  4.2 Use and adapt media, format and structures which meet the needs of the intended audience  4.3 Develop messages that convey and support alternative viewpoints  4.4 Review own written work to ensure clarity and minimise spelling and grammatical errors.  4.5 Review and edit the written work of others and provide feedback to them  4.6 Interpret the written work of others to extract key information and supporting arguments
Additional information about the unit	
Guidance on approaches to assessment	<i>LOs 2 &amp; 4 must be assessed in the workplace.</i> Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from <a href="http://www.e-skills.com/nos">www.e-skills.com/nos</a>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK