

Unit CFAM&LDB5 (H41N 04) Manage Team Communications

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This standard is about managing communication with teams, within teams and between different teams. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1. Discuss and agree with team members their communication needs, including:   1.1 the information they need from you, other team members and other people, and when they need it  1.2 the information they need to provide to you, other team members and other people, and when they need to provide it  1.3 when they need to discuss their work and issues arising with you, other team members and other people  1.4 the media and styles of communication which they find effective.   1. Agree with team members regular communication methods which meet their communication needs and make effective use of time and resources, including technology. 2. Agree with team members whom they should contact for specific purposes. 3. Agree with team members effective communication methods to be used in urgent or exceptional circumstances. 4. Ensure team members receive the information they need, when they need it. 5. Ensure team members provide you, other team members and other people with the information they need, when they need it. 6. Provide timely opportunities for team members to discuss their work and issues arising with you, other team members and other people. 7. Review the effectiveness of communication methods with team members and other people at regular intervals and in light of significant changes, and take appropriate action to sustain or improve effective communication. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | |
| **What you must do** | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
|  | **General knowledge and understanding** |  |
|  | Principles and methods of effective communication and how to apply them. |  |
|  | The range of media (eg face-to-face, paper, telephone, e-mail, Internet) and styles of communication (eg written, spoken, visual, demonstration) that can be used and their relative benefits in different circumstances. |  |
|  | Technologies that can support team communication. |  |
|  | How to discuss and agree communication needs with team members. |  |
|  | How to review the effectiveness of communication methods with team members. |  |
|  | The importance of providing team members with opportunities to discuss their work and issues arising, and how to do so. |  |
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|  | **Industry/sector specific knowledge and understanding** |  |
|  | Industry/sector requirements for consultation with employees and their representatives. |  |
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|  | **Context specific knowledge and understanding** |  |
|  | Individuals in your area of work, their roles, responsibilities, competences and potential. |  |
|  | Organisational requirements for reporting and providing information. |  |
|  | Technologies and other resources available within your organisation that can facilitate communication. |  |
|  | Whom team members should contact for specific purposes. |  |
|  | The types of urgent or exceptional circumstances that may arise. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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