

Unit	Interpersonal and written communications 2	
SSC Code	IWC2	
SQA Code	H39J 04	
SCQF Level	6	
SCQF Credit Value	9	
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1. Understand interpersonal communication techniques	1.1 Explain verbal and non-verbal communication techniques 1.2 Describe attentive listening techniques 1.3 Describe positive and negative language 1.4 Describe the impact of listening barriers when communicating 1.5 Describe different question types and how they can be used 1.6 Describe the impact of cultural differences on interpersonal communications	
2. Be able to communicate interpersonally	2.1 Select 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	
3. Understand techniques for communicating in writing	3.1 Describe how different formats and media can be used to meet audience needs. 3.2 Explain when business and technical terminology	

	<p>should be used</p> <p>3.3 Explain the ways in which writing can be structured to convey key information</p>
4. Be able to communicate and extract complex information in writing	<p>4.1 Identify the key information to be conveyed and the intended audience</p> <p>4.2 Use media, format and structures which meet the needs of the intended audience.</p> <p>4.3 Review own written work to ensure clarity and minimise spelling and grammatical errors.</p> <p>4.4 Review and edit the written work of others</p> <p>4.5 Extract key information from 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