



**COMMUNICATION**  
**Listening**  
**SCQF Level 2**  
**10 Hour Unit (F3GM 08)**

# CORE SKILLS UNIT

## What are Core Skills?

Core Skills are skills and abilities that everyone uses in their family and personal life, at work, in public, in the community, and in education and training.

The Core Skills are:

- ◆ Communication
- ◆ Numeracy
- ◆ Information and Communication Technology
- ◆ Problem Solving
- ◆ Working with Others

They are important because they help you to be effective in almost everything you do. That's also why employers value them.

Improving your Core Skills helps you cope with today's quickly changing world. It will make you more confident, help you to learn more easily, and improve your career prospects.

## What is this Core Skills Unit about?

This Unit is about using your listening skills in familiar, everyday communication. It covers very simple communication with one or more people.

If there are any words you don't understand in this Unit, your tutor will explain them to you.

## What should I know or be able to do before I start?

You do not need any knowledge or experience before you start.

## What do I need to do?

You will:

- ◆ pick out at least one main idea, opinion, or feeling from a very simple spoken communication
- ◆ know how a speaker uses their voice to help you understand what is being said (for example, how quickly they speak and their tone of voice)
- ◆ show that you have understood what was said by taking action, repeating back, or asking questions to clarify anything you have not understood

Your tutor will offer you time to practise your listening skills.

## How do I get this Unit?

You will need to show that you have all the skills in the Unit.

You will listen to someone or some people speaking.

Your tutor might watch you and note your responses or make a recording.

Your tutor might also ask questions to find out how well you understood what was said.

## What might this involve?

Here are examples of some things you might do:

- ◆ listen to one piece of advice from another person and act on it
- ◆ listen and respond to an instruction from a tutor
- ◆ get clarification on some aspect of your work
- ◆ take part in a discussion with fellow students
- ◆ listen to the experiences of a friend describing their holidays

## What can I do next?

You could move on to the other Communication Units at SCQF level 2:

- ◆ Communication: Reading
- ◆ Communication: Speaking
- ◆ Communication: Writing

Once you have achieved the Units at SCQF level 2, you could move on to Communication Units at SCQF level 3. Your tutor can advise you about this.

## Guidance for tutors

For this Unit you should choose a very simple oral communication lasting around one minute. The topic should be very simple and familiar to the learner from their personal, workplace, social, or educational experiences. The learner is not expected to respond to every nuance of the speaker's verbal and non-verbal conventions; they should merely demonstrate some understanding of these.

**Note:** Learners must prove that they can do the whole of the task at one time. They should not gather evidence from different situations for different parts of the task.

Further guidance is available in the accompanying Assessment Support Pack.

## Disabled learners and/or those with additional support needs

The additional support needs of individual learners should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements).

## ADMINISTRATIVE INFORMATION



### Core Skills

This Unit is part of a suite of four Units that when completed give automatic certification of the Core Skill of Communication at SCQF level 2. The other Units in this suite are:

Communication: Speaking at SCQF level 2

Communication: Writing at SCQF level 2

Communication: Reading at SCQF level 2

### Credit value

1.5 SCQF credit points (0.25 SQA credits) at SCQF level 2

**Unit code:** F3GM 08  
**Superclass:** HB  
**Publication date:** August 2009  
**Source:** Scottish Qualifications Authority  
**Version:** 02

**Helpdesk:** 0845 279 1000  
**Fax:** 0845 213 5000  
**E-mail:** [customer@sqa.org.uk](mailto:customer@sqa.org.uk)  
**Website:** [www.sqa.org.uk](http://www.sqa.org.uk)

<b>Optima Building</b>	<b>Ironmills Road</b>
58 Robertson Street	Dalkeith
Glasgow	Midlothian
G2 8DQ	EH22 1LE

© Scottish Qualifications Authority 2009