

Unit PPL2FOH7 (HL37 04) Communicate in a Business Environment

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 unit is about communicating in writing and verbally in a business environment. It is for people who may have to correspond with customers regularly across all mediums. The way in which your organisation presents itself to your customers is extremely important whether this is done verbally or through written channels. |

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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). The assessor **must** assess PCs 12–16 by directly observing the candidate’s work.  PCs 1-11 and 17 may be assessed by alternative methods if observation is not possible. |
| **Plan communication**  1 Identify the purpose of the communication and the audience.  2 Decide which method of communication to use.  **Communicate in writing**  3 Find and select information that supports the purpose of the communication.  4 Organise, structure and present information to suit the audience's needs and what you want to say.  5 Confirm and read written material that contains information that is needed.  6 Extract the main points needed from written material.  7 Use accurate grammar, punctuation and spelling.  8 Use correct layout for the intended type of text.  9 Proof read or check work and make any necessary amendments.  10 Produce the communication to meet deadlines recognising the difference between what is important and what is urgent.  11 Keep a file copy of all communication if applicable.  **Communicate verbally**  **12 Present information and ideas clearly to others.**  **13 Make contributions to discussions that help to move the discussion forward.**  **14 Listen actively to information that other people are communicating and respond appropriately.**  **15 Ask relevant questions to clarify anything not understood.**  **16 Summarise the communication with the person/people being communicated with to make sure the meaning has been understood.**  **After communication**  17 Reflect on the outcomes of communication and identify ways to develop communication skills further. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **17** |
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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). | |
|  | **Plan communication** |  |
| 1 | The reasons for identifying the purpose of communication and the audience |  |
| 2 | Methods of communication and situations in which to use them |  |
|  | **Communicate in writing** |  |
| 3 | Relevant sources of information |  |
| 4 | How to use language appropriate to the audience, the chosen communication method and the purpose of the communication |  |
| 5 | How to organise, structure and present information for the audience |  |
| 6 | How to check the accuracy of information |  |
| 7 | How to use grammar, punctuation and spelling accurately |  |
| 8 | The principles of Plain English |  |
| 9 | The reasons for proofreading or checking work |  |
| 10 | How to recognise when work is urgent or important |  |
| 11 | The organisational procedures for filing communications |  |
|  | **Communicate verbally** |  |
| 12 | How to present information and ideas clearly |  |
| 13 | Ways of contributing to discussions that will help to move them forward |  |
| 14 | Methods of active listening |  |
| 15 | The reasons for summarising communication |  |
|  | **After communication** |  |
| 16 | How to seek feedback on whether the communication achieved its purpose |  |
| 17 | The value of reflecting on the outcomes of communication and of identifying ways to further develop communication skills |  |

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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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