

Unit PPL1FOH3 (HL3N 04) Communicate Information 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 within a business environment both verbally and non-verbally. It is for people that regularly have to carry out written communication and verbally present information to customers or colleagues. It involves choosing the most effective method of communication and following this through to the end in terms of evaluating the effectiveness of what and how you communicated the information. |

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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 1–11 by directly observing the candidate’s work.  PCs 12, 13 and 14 may be assessed by alternative methods if observation is not possible. | |
| **Plan communication**  **1 Identify the purpose of the communication.**  **2 Decide which method of communication to use.**  **Communicate in writing**  **3 Format information clearly and accurately.**  **4 Use language that suits the purpose of the communication.**  **5 Use grammar, punctuation and spelling accurately to make sure meaning is clear.**  **6 Check work and make any necessary amendments.**  **7 Produce the communication to meet deadlines recognising the difference between what is important and what is urgent.**  **8 Keep a file copy of all communication.** | **Communicate verbally**  **9 Present information clearly to others.**  **10 Make contributions to discussions.**  **11 Listen to information other people are communicating.**  12 Ask relevant questions to clarify anything not understood.  **After communication**  13 Seek feedback on whether the communication achieved its purpose.  14 Reflect on the outcomes of the communication and identify ways to develop communication skills further. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | | | |
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| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** |
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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 |  |
| 2 | Methods of communication and when to use them |  |
|  | **Communicate in writing** |  |
| 3 | How to use language that suits the purpose of the communication |  |
| 4 | How to format information clearly and accurately |  |
| 5 | How to use grammar, punctuation and spelling accurately |  |
| 6 | The principles of plain English |  |
| 7 | The reasons for checking work |  |
| 8 | How to recognise when work is urgent or important |  |
| 9 | The organisation's procedures for filing communications |  |
|  | **Communicate verbally** |  |
| 10 | How to present information and ideas clearly |  |
| 11 | How to contribute to discussions |  |
| 12 | Methods of active listening |  |
|  | **After communication** |  |
| 13 | How to seek feedback on whether the communication achieved its purpose |  |
| 14 | The value of reflecting on the outcomes of the communication and of identifying ways to develop communication skills further |  |

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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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