

KEY SKILLS

Communication Level 1

The key skills are the skills which are most commonly needed to succeed in a range of activities – at work, in education and training and in everyday life. In developing the key skill of communication, you will learn to use and adapt your communication skills confidently and effectively in a range of settings and contexts.

Progression

The key skills qualifications are designed to enable you to progress at your own pace. They build on the adult literacy standards, which provide further detail of the skills needed to achieve the communication key skill at levels 1 and 2. Each level of the key skill above level 1 incorporates and builds on the previous ones. The key skills qualifications not only recognise your current capabilities, they also require you to identify how you can further improve your skills to meet new demands at higher levels.

Part A

YOU NEED TO KNOW HOW TO

This section tells you about the techniques and knowledge associated with each key skill. It tells you what you need to learn and practise to feel confident about applying communication skills in your studies, work or other aspects of your life.

Part B

YOU MUST

This section builds on Part A and describes the application of skills. It describes the skills you must show. All your work for this section will be assessed. You must have evidence that you can do all the things listed in the bullet points.

To achieve Communication at level 1, you must be able to apply your communication skills to suit different purposes. You will show that you can:

- take part in a discussion
- read and obtain information from at least one document
- write two types of document.

Part A

YOU NEED TO KNOW HOW TO:

Discuss

- prepare for the discussion so that you can say things that are relevant
- judge when to speak and how much to say
- say things that suit the purpose of the discussion
- speak clearly in ways that suit the situation
- listen carefully and respond appropriately to what others say
- use body language to support what you are saying and to show you are listening.

Read and obtain information

- identify the main points and ideas in different types of documents
- obtain information from images
- find out the meanings of words and phrases you do not understand
- ask others when you are unclear about what you have read.

Write documents

- use different formats for presenting information, including business letters, memos, forms and short reports
- judge the relevance of information and the amount of detail to include for your purpose
- use relevant images to help the reader understand your main points
- proof-read and where necessary, re-draft your documents so that:
 - words you use most often in your work or studies and daily life are spelled correctly
 - sentences are formed correctly with consistent use of tense and accurate subject verb agreement such as 'she was' and 'we were'
 - sentences are marked by capital letters, full stops and question marks
 - your writing is organised into paragraphs where appropriate
 - your meaning is clear.

Part B

YOU MUST:

C1.1

Take part in either a **one-to-one** discussion or a **group** discussion.

Evidence must show you can:

1.1.1 provide information that is relevant to the subject and purpose of the discussion

1.1.2 communicate clearly in a way that suits the situation and respond appropriately to others.

C1.2

Read and obtain information from at least **one** document.

1.2.1 read relevant material

1.2.2 identify accurately the main points and ideas

1.2.3 use the information to suit your purpose.

C1.3

Write **two** different types of documents.

1.3.1 present relevant information in a format that suits your purpose

1.3.2 spell, punctuate and use grammar accurately

1.3.3 make your meaning clear.

- Use at least one image, *either* to obtain information, *or* to convey information in your discussion or one of the documents you write to help the audience/reader understand the points you are making.

EXAMPLES AND GUIDANCE

The following gives further guidance and examples of the techniques and knowledge in Part A.

DISCUSSION

To describe events, express opinions and develop ideas using language that everyone can understand, adapting your tone of voice, expression and manner to suit the formality of the situation.

READ AND OBTAIN INFORMATION

To get instructions, facts, opinions and ideas from straightforward documents such as letters, memos, extracts from books, newspaper or magazine articles and to collate this information as notes to use in discussions or in written material such as letters or short essays.

WRITE

To complete forms and produce documents such as business letters, memos, notes, short reports or essays.

To give or obtain facts, opinions and ideas.

For further examples and guidance on the key skills standards please refer to *The Key Skills Standards and Guidance* (order ref: QCA/04/1272). The adult literacy standards also provide help and guidance for preparing candidates for the communication key skill at levels 1 and 2.

Help with producing evidence

If producing certain types of evidence is difficult for you because of a disability or for another reason, please discuss this with your tutor or supervisor. It may be possible for you to produce evidence using alternative methods. Depending on the skill and level, these may include use of a scribe (amanuensis); Braille, voice activated software and British Sign Language. Detailed guidance is available in the document *Basic and Key Skills: Guidance for candidates with Particular Requirements* published by the Joint Council for Qualifications. This is available from your key skills awarding body.

Please ask your tutor or supervisor for further guidance.

This standard is for use in programmes starting from September 2004.

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Communication: level 1