



Qualification:	Assessment title:
Unit: Effective Communication in Business	Version: SAMPLE (if applicable)

Deadline date:	Start date:
You must hand the completed assessment in by the above date.	

Assessment conditions: Electronically submitted in MS Word & MS PowerPoint formats Location: Security of work: Held by supervisor electronically and backed up via Dropbox. Supervision: In-class on a weekly basis with face to face and electronic feedback

Assessment Composition

Task	Evidence	Unit coverage (LO & AC references)	Grading ref
1	Written Report - Electronic submission in MS Word	1.1, 1.2, 1.4, 2.1, 2.2, 2.3, 6.1	Pass (1 mark), Merit (2 marks), Distinction (3 marks)
2	Extract for Training Manual - Electronic submission in MS Word	3.1, 3.2, 3.3, 4.1, 4.2, 5.1, 5.2	Pass (1 mark), Merit (2 marks), Distinction (3 marks)
3	Peer Presentation - Electronic submission in MS PowerPoint	1.3, 6.2, 6.3	Pass (1 mark), Merit (2 marks), Distinction (3 marks)

Health and Safety

You must always work safely, in particular while you are carrying out practical tasks.

You must always follow any Health and Safety regulations and codes of practice relevant to your work.

If your assessor observes you working in a way that is unsafe for yourself or others, they will ask you to stop immediately, and tell you why.

Your assessor will not be able to reassess you until they are sure you are ready for assessment and can work safely.

Plagiarism

It is your qualification, so it must be your own work.

Your assessor must be able to identify which work you have done yourself, and what you have found from other sources. it is therefore important to make sure you acknowledge all of your sources.

You assessor can show you how to do this for the assessment you are doing.

Notes to candidates:

- This assessment has been written to make sure you have the opportunity to show that you have met the learning outcomes of the unit.
- You will be marked against the assessment criteria of the unit and the grading criteria for the qualification. You should read these carefully before you start so you know what you need to do.



- You should make sure that you do your best in the assessment so that the evidence you hand in shows your best performance for this unit.
- You may ask your assessor for help in understanding the tasks, but all of the work you hand in must be your own work.
- If you have a good reason for needing more time, you will need to explain the reasons to your assessor and agree a new deadline date. Changes to dates will be at the discretion of the assessor, and the centre may not mark work that is handed in after the agreed deadlines.

Scenario/context

The College of Computer Training is used as the scenario for all three tasks and students are to become familiar with their environment, through observations and interviews with relevant stakeholders, to capture as much information as possible about the workings of the communication systems in operation at the CCT campus.

Task 1: To draft a report to examine the various communication sources used in effective communication and use these sources to examine the communication system in operation at the College of Computer Training. The report will be approximately 1000 to 1500 words and created using MS Word and submitted electronically. The report should include an evaluation of the benefits and effectiveness of communication and the need to review and modify methods of communications to meet different stakeholder needs.

Evidence to be handed in: Electronically submitted report in MS Word format

Task 2: To create a one to two page document that could be included in a staff training manual used at the College of Computer Training. The extract should emphasise the importance of developing verbal and non-verbal communication skills both within the organisation and with external stakeholders. The extract should also explain the purpose of using feedback and evaluate different ways of getting feedback from stakeholders.

Evidence to be handed in: Electronically submitted extract in MS Word format

Task 3: To create and present a communication strategy that could be used at CCT to demonstrate the importance of effective communication, the sources and methods that can be used and also highlights the need for feedback and how this can be handled. The presentation should include strategy elements targeted at specific identified stakeholders. The presentation will be created in MS PowerPoint and presented in-class with a Q&A session held afterwards.

Evidence to be handed in: Electronically submitted presentation in MS PowerPoint format

Now make sure you have:

- filled in the front sheet correctly for all of your written work including the declaration of authenticity
- labelled any loose sheets or products carefully with your name and the qualification and assessment titles, and date.