

<b>COURSE NAME / CODE</b>		BTEC National Subsidiary / Diploma / Extended Diploma in IT	
<b>UNIT(s) No / Name</b>		Unit 01 – Communication and Employability Skills in IT	
<b>LEVEL</b>	3	<b>Assignment No &amp; Title</b>	Assignment 2 – Waitrose

<b>LECTURER/ASSESSOR</b>	Gargi Gupta		
<b>ISSUE DATE</b>	20 <sup>th</sup> October 2015	<b>DEADLINE DATE</b>	9 <sup>th</sup> November 2015
<b>SUBMISSION DATE</b>			
<b>RESUBMISSION AUTHORISATION</b> BY LEAD INTERNAL VERIFIER*		<b>AUTHORISATION DATE (BY IV)</b>	
<b>RESUBMISSION DATE**</b>			

\*All resubmissions must be authorised by the **Lead Internal Verifier**. Only **one** resubmission is possible per assignment, providing:

- The learner has met the initial deadlines set in the assignment, or has met an agreed deadline extension
- The tutor considers that the learner will be able to provide improved evidence without further guidance
- Evidence submitted for assessment has been authenticated and accompanied by a signed and dated declaration of authenticity by the learner

\*\*Any resubmission evidence **must** be submitted within 10 working days of receipt of assessment

### Student declaration

*I declare that this assignment is all my own work and the sources of information and material I have used (including the internet) have been fully identified and properly acknowledged as required.*

<b>STUDENT NAME</b>	<b>SIGNATURE</b>

### ASSESSMENT DETAILS & GRADING CRITERIA

(NB: Columns 1 & 2 of the table below will be completed once the assignment has been submitted) Please note that criteria & evidence should be aimed to give the learner the maximum grade available within their qualification (i.e. A, Pass, Distinction)

Learning Aims Covered									
LO3		Be able to use IT to communicate effectively							
GRADING CRITERIA FOR TASK		EVIDENCE	EVIDENCE SEEN		Page No#	CRITERIA MET			
			Y	N		Y	I	N	IV
P4	Demonstrate a range of effective interpersonal skills	Task 1. Demonstrate in your report good interpersonal skills within your team							
P5	Use IT to aid communications	Task 1. Email, blogs or word processed documents (printed to show as proof) or Outlook MOS							
P6	Communicate technical information to a specified audience	Task 1. Power point presentation, poster or reports as proof							
M2	Review draft documents to produce final versions	Task 2. Draft and revised report as evidence							
D1	Evaluate interpersonal and written communications techniques	Task 3. Written report evaluating what interpersonal and communication skills worked and did not work in your team and how your team overcame the obstacles.							

**KEY: Y = Yes, I = Incomplete, N = No**

### BREAKDOWN OF HOW GRADES WILL BE AWARDED:

(NB: Please tick as appropriate)

TYPE OF QUALIFICATION	TICK	DESCRIPTION
BTECS / WORKSKILLS	✓	Pass / Merit / Distinction / Fail
A LEVELS / A2		A-U

### Internal Verification of Assignment Brief

<b>IV Full Name</b>		<b>Signed</b>		<b>Date:</b>	
<b>LIV Full Name</b>		<b>Signed</b>		<b>Date:</b>	

## BTEC SAMPLE MATERIAL

### LEARNER CONSENT DECLARATION

<b>Centre No &amp; Name</b>	51330 – UTC Reading	
<b>Subject &amp; Level</b>	BTEC National Subsidiary / Diploma / Extended Diploma in IT	3
<b>Unit No &amp; Title</b>	Unit 01 – Communication and Employability Skills in IT	
<b>Learner No &amp; Name</b>		

I agree to the learner work identified above, after having been made anonymous, being used to support any of the following activities, which may involve the display of work online through the BTEC website or through publications:

- Professional Development and Training
- Centre Assessment Example Material
- Standardisation Support
- Publication Materials

<b>Assessor Signature</b>	
<b>Name</b> (block capitals please)	Gargi Gupta
<b>Job Title</b>	Teacher
<b>Date:</b>	

<b>Learner Signature</b>	
<b>Name</b> (block capitals please)	
<b>Parent/Guardian consent if under 16 years of age</b>	
<b>Date:</b>	

Please ensure that this sheet is completed on submission of your assignment.

Please note that your assignment **MUST** have the following (unless otherwise stated):

1. Cover page
2. Table of Contents
3. Introduction
4. Conclusion
5. Bibliography & References

#### SCENARIO

You are a Manager in the Waitrose IT Service Centre. You are about to carry out some Customer Service training for your team. This training will cover communicating with customers on the telephone, face to face and electronically.

#### TASK 1 Evidence you must produce for this task.

To achieve the criteria you must show that you are able to:	Unit	Criterion Reference
<p>Write a brief report on how you personally communicate effectively in your project group with your team members.</p> <p>Your report should include a variety of interpersonal skills covering:</p> <ul style="list-style-type: none"> <li>• Day to day interaction within your team</li> <li>• Giving a short presentation</li> </ul>	01	P4
<p>Show, with evidence, how you can use IT to aid communication in your project team.</p> <ul style="list-style-type: none"> <li>• Word processing documents e.g report, letter, still images or tables</li> <li>• Presentation software</li> <li>• Email</li> <li>• Specialist software</li> </ul> <p>If you have passed the Outlook MOS, submit the certificate as proof to obtain this criteria.</p>	01	P5
<p>Assume you have been assigned the role of presenting your team's final idea to a panel of judges. Choose and prepare a short appropriate form of communication to deliver to your audience.</p> <p>To achieve p6, the form of communication to show as evidence should be one of the following:</p> <ul style="list-style-type: none"> <li>• Word- processing tools e.g report, poster, images</li> <li>• Presentation software such as power point</li> </ul>	01	P6

#### TASK 2 Evidence you must produce for this task.

To achieve the criteria you must show that you are able to:	Unit	Criterion Reference
<p>While working in your teams, create a draft brief report and revise the report checking for errors. To fulfil this criteria present both the draft and revised documents as evidence.</p> <p>(Create a document and make notes, marks or comments on the document to show what has been corrected through proofreading).</p>	01	M2

#### TASK 3 Evidence you must produce for this task.

To achieve the criteria you must show that you are able to:	Unit	Criterion Reference
<p>As a continuation to P4, write an evaluative report on your team members interpersonal and communication skills, detailing what works for your team</p>	01	D1

*and what does not work and how you overcame obstacles. Use of examples would be advantageous as it would show how the team has grown.*

*To achieve D1, make sure your report has evidence from general, interpersonal skills and written communication techniques covered in the unit as itemised below:*

#### General Communication skills

- Cultural differences
- Adapting e.g. modulating voice
- Terminology
- Format
- Accuracy
- Engaging audience e changing intonation
- Use of technology
- Question and answer

#### Interpersonal skills

- Methods – verbal exchanges
- Signing
- Lip reading
- Techniques and cues e.g. body language
- Use of intonation
- Positive language
- Negative language
- Active engagement e.g. nodding
- Summarising
- Paraphrasing
- Barriers e.g. background noise
- Distractions
- Lack of concentration
- Types of question e.g. open, closed, probing
- Speed of response

#### Communicate in writing

- Guideline
- 'Smiley's' or emoticons
- Key message e.g. letter, fax, email
- Grammar
- Spelling
- Structure
- Identifying relevance
- Proofreading
- Alternative viewpoints
- Note taking
- Capitalisation

Sources of information

P4

P5

P6

M2

D1

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> report	<input type="checkbox"/> Word processing	<input type="checkbox"/> <i>Word- processing tools e.g report, poster, images</i>	<input type="checkbox"/> draft document created	<input type="checkbox"/> report
<input type="checkbox"/> short presentation	<input type="checkbox"/> Presentation software	<input type="checkbox"/> <i>Presentation software such as power point</i>	<input type="checkbox"/> revised document showing corrections made	<input type="checkbox"/> what interpersonal and communication skills works in your team
<input type="checkbox"/> day to day interaction within your team	<input type="checkbox"/> Email			<input type="checkbox"/> what interpersonal and communication skills does not work
	<input type="checkbox"/> Specialist software			<input type="checkbox"/> how the team worked to overcome obstacles that does not work
				<input type="checkbox"/>

D1	<----- interpersonal	skills ----->	communicate in writing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> general communication skills	<input type="checkbox"/> methods - verbal exchanges	<input type="checkbox"/> summarising	<input type="checkbox"/> guideline
<input type="checkbox"/> cultural differences	<input type="checkbox"/> signing	<input type="checkbox"/> paraphrasing	<input type="checkbox"/> smiley's or emoticons
<input type="checkbox"/> adapting (modulating voice)	<input type="checkbox"/> lip reading	<input type="checkbox"/> barriers (background noise)	<input type="checkbox"/> key message (letter / fax / email)
<input type="checkbox"/> terminology	<input type="checkbox"/> techniques and cues (body language)	<input type="checkbox"/> distractions	<input type="checkbox"/> grammar
<input type="checkbox"/> format	<input type="checkbox"/> use of intonation	<input type="checkbox"/> lack of concentration	<input type="checkbox"/> spelling
<input type="checkbox"/> accuracy	<input type="checkbox"/> positive language	<input type="checkbox"/> types of questions (open / closed / probing)	<input type="checkbox"/> structure
<input type="checkbox"/> engaging audience (changing intonation)	<input type="checkbox"/> negative language	<input type="checkbox"/> speed of response	<input type="checkbox"/> identifying relevance
<input type="checkbox"/> use of technology	<input type="checkbox"/> active engagement (nodding)		<input type="checkbox"/> proofreading
<input type="checkbox"/> question and answer			<input type="checkbox"/> alternative viewpoints
			<input type="checkbox"/> note taking
			<input type="checkbox"/> capitalisation

## SUMMATIVE ASSESSMENT RECORD SHEET

<b>Programme</b>		<b>Learner Name</b>		<b>Assessor Name</b>	
<b>Unit No. &amp; Title</b>		<b>Target Learning Aims</b>		<b>Issue Date</b>	Click here to enter a date.
<b>Assignment No &amp; Title</b>				<b>Final Submission Date</b>	Click here to enter a date.
<b>Target criteria</b>	<b>Criteria Achieved</b>	<b>Final Assessment Comments</b>			

### Summative comments

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### Assessors declaration

I certify that the evidence submitted for this assignment is the student's own and the learner will be able to provide improved evidence without guidance. I understand that any false declaration is a form of malpractice.

<b>Resubmission authorisation*</b>		<b>Resubmission Date:</b>	Click here to enter a date.
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\* All resubmissions must be authorised. Only 1 resubmission is possible per assignment.

<b>Assessor Signature</b>		<b>Date:</b>	20 October 2015
<b>Learner comments</b>			
<b>Learner Signature</b>		<b>Date:</b>	