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| **COURSE NAME / CODE** | | | BTEC National Subsidiary / Diploma / Extended Diploma in IT |
| **UNIT(s) No / Name** | | | Unit 01 – Communication and Employability Skills in IT |
| **LEVEL** | 3 | Assignment No & Title | Assignment 1 – Attributes and Barriers |

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| **LECTURER/ASSESSOR** | Gargi Gupta | | | | |
| **ISSUE DATE** | 23.09.15 | **DEADLINE DATE** | | 7.10.15 | |
| **SUBMISSION DATE** |  | |  | | |
| **RESUBMISSION AUTHORISATION**  BY LEAD INTERNAL VERIFIER\* |  | | **Authorisation Date (By iv)** | |  |
| **RESUBMISSION DATE\*\*** |  | |  | | |

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| **\***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 ha 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.*

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| **STUDENT NAME** | **SIGNATURE** |
|  |  |

**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)

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| **Learning Aims Covered** | | |  | | |  | |  |
| LO1 | | Understand the personal attributes valued by employers | | | | | | | | | |
| LO2 | | Understand the principles of effective communication | | | | | | | | | |
| **GRADING CRITERIA FOR TASK** | | | **EVIDENCE** | **EVIDENCE SEEN** | | **Page No#** | **CRITERIA MET** | | | | |
| **Y** | **N** | **Y** | | **I** | **N** | **IV** |
| P1 | Explain the personal attributes valued by employers | | **Training Booklet or Video with written conclusion** with at least one topic from each attribute heading |  |  |  |  | |  |  |  |
| P2 | Explain the principles of effective communication | | **Training Booklet or Video with written conclusion** detailing at least 2 or 3 points in each sub-heading of effective communications. |  |  |  |  | |  |  |  |
| P3 | Discuss potential barriers to effective communication | | **Training Booklet or Video with written conclusion** with at least one topic from each attribute heading |  |  |  |  | |  |  |  |
| M1 | Explain mechanisms that can reduce the impact of communication barriers | | **Training Booklet or Video with written conclusion** with at least one topic from each attribute heading |  |  |  |  | |  |  |  |

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

**BREAKDOWN OF HOW GRADES WILL BE AWARDED:**

(NB: Please tick as appropriate)

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

**Internal Verification of Assignment Brief**

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| **IV Full Name** |  | **Signed** |  | **Date:** |  |
| **LIV Full Name** |  | **Signed** |  | **Date:** |  |



**BTEC Sample Material**

**Learner Consent Declaration**

|  |  |  |
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| **Centre No & Name** | **51330 – UTC Reading** | |
| **Subject & Level** | **BTEC National Subsidiary / Diploma / Extended Diploma in IT** | **3** |
| **Unit No & Title** | **Unit 01 – Communication and Employability Skills in IT** | |
| **Learner No & Name** |  | |

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

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| **Assessor Signature** |  |
| **Name** (block capitals please) |  |
| **Job Title** |  |
| **Date**: |  |

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

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

\*If you decide to produce a **video** rather than a report, you also require a **written conclusion** which must have a Cover page, Brief Summary, Conclusion and Bibliography & References**.**

**SCENARIO**

You are a Manager in the Waitrose IT Service Centre. You have a group of new starters in your team. To help them understand your team values, you have been asked to produce a small training booklet or video on valued employee attributes including the principles of effective communication.

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

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| **To achieve the criteria you must show that you are able to:** | **Unit** | **Criterion Reference** |
| *You should detail what attribute is valued and why. Ensure that you cover at least one topic from each of the attribute headings attached.* | 01 | P1 |
| *Explain the principles of effective communication. Ensure that you cover at least two or three points in (general skills, interpersonal skills, written skills)* | 01 | P2 |

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

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| **To achieve the criteria you must show that you are able to:** | **Unit** | **Criterion Reference** |
| *Describe the potential barriers to communication. Ensure that you cover at least one barrier from each heading.* | 01 | P3 |
| *For each barrier covered, explain what can be done to reduce the impact of the barrier.* | 01 | M1 |

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| Sources of information |  |

## P1 - Attribute headings

Specific attributes

* Job related e.g. technical knowledge
* Good working procedures e.g. health and safety
* Security
* Work attitudes

General attributes

* Skills e.g. planning skills
* Organisational skills
* Time management
* Team working
* Verbal skills
* Written communication skills
* Numeracy
* Creativity

Attitudes

* Preferred e.g. determined
* Independent
* Integrity
* Tolerance
* Dependable
* Problem-solving
* Leadership
* Confidence
* Self-motivation

## P2 / P3 / M1 - Principles of effective communication

General Communication skills

* Cultural differences
* Adapting e.g. modulating voice
* Terminology
* Format
* Accuracy
* Engaging audience
* 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

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| **SUMMATIVE ASSESSMENT RECORD SHEET** | | | | | | |
| **Programme** |  | | **Learner Name** |  | **Assessor Name** |  |
| **Unit No. & Title** |  | | **Target Learning Aims** |  | **Issue Date** | Click here to enter a date. |
| **Assignment No & Title** |  | | | | **Final Submission Date** | Click here to enter a date. |
| **Target criteria** | **Criteria Achieved** | **Final Assessment Comments** | | | | |
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| **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. | | | |
| **Resubmission authorisation\*** |  | **Resubmission Date:** | Click here to enter a date. |
| \* All resubmissions must be authorised. Only 1 resubmission is possible per assignment. | | | |
| **Assessor Signature** |  | **Date:** | 04 October 2015 |
| **Learner comments** |  | | |
| **Learner Signature** |  | **Date:** |  |