

# Extract from Specification

## Essential Skills Wales

### Edexcel Level 4 Essential Skills Wales in Communication

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# Level 4 Essential Skills Wales in Communication

Level:	4
Credit value:	6
Guided learning hours:	60

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## About this qualification

This is about demonstrating your skills in:

- developing a strategy for using communication skills (C4.1)
- monitoring your progress and adapting your strategy as necessary (C4.2)
- presenting the outcomes of your work (C4.3)
- evaluating your overall strategy (C4.3).

## Amplification of evidence requirements

### Notes

- 1 Each level of the skill incorporates and builds on the previous levels. You must therefore ensure that you are familiar with all the requirements of communication Level 3 which, in turn, incorporates the requirements of the lower levels.
- 2 You must provide evidence of your communication skills, as they are specified in the first column of the component grid. Your evidence must be in the form described in the third column (*Evidence requirements*). In order to provide this evidence, you will need to have the skills that are listed in the second column.
- 3 The guidance in this qualification supports the requirements of the three columns of the component areas and is intended to advise and help you and your teacher/tutor/trainer in your work. It provides explanations of some of the requirements of the standards that may be useful when you are developing the skill of communication at Level 4 and producing evidence of your work. It is not a mandatory part of the standards.
- 4 The Mandatory Definitions (*Annexe A*) give the exact meaning of certain words in the document. You must always refer to them when you are developing your skills, gathering your evidence and preparing for assessment.
- 5 Witness statements may be used to support written evidence (for example of a discussion) but must not be the only form of evidence that you provide.

## **Evidence**

At Level 4, you will be assessed via a portfolio of evidence. The term 'evidence' is used in this document to refer to the work you produce for final assessment.

You must produce evidence of meeting the requirements of C4.1, C4.2 and C4.3 in the context of one activity.

Documents used in evidence may be handwritten, typed or word processed.

There must be evidence that all your work has been assessed and authenticated, for example there must be records/notes, written by a competent assessor, confirming that your work is your own and that it has achieved the required standard.

## **Skill requirements**

In order to achieve this qualification, the evidence that you present for assessment needs to demonstrate that you can meet all of the skills requirements of the qualification for each of the component areas. A piece of work submitted could give assessment evidence for more than one skill.

## Component: C4.1 Developing a strategy

You must provide evidence that you can:	In order to show that you are competent, you need to know how to:	Evidence requirements
<p><b>C4.1.1</b></p> <p>Develop a strategy for using communication skills over an extended period of time.</p>	<ul style="list-style-type: none"> <li>• clearly identify the outcomes you hope to achieve</li> <li>• plan your use of communication skills over an extended period of time</li> <li>• make a reasoned choice of methods for achieving the quality of outcomes required, including collating and recording information</li> <li>• identify relevant sources of information, including people and reference material, and research the information you need.</li> </ul>	<p>Evidence must be written and may be in various forms, including entries in a personal development plan or progress file, or a project proposal.</p> <p>Evidence must include:</p> <ul style="list-style-type: none"> <li>• reasons for the choice of methods</li> <li>• annotated references of sources used for researching information.</li> </ul>

## Component: C4.2 Monitoring progress

You must provide evidence that you can:	In order to show that you are competent, you need to know how to:	Evidence requirements
<p><b>C4.2.1</b> Monitor your progress and adapt your strategy, as necessary, to achieve the quality of outcomes required in work involving at least:</p> <ul style="list-style-type: none"> <li>• one group discussion about a complex subject</li> <li>• one document of at least 1,000 words about a complex subject.</li> </ul>	<ul style="list-style-type: none"> <li>• evaluate information obtained from discussions with others and from reference material, identifying opinion, possible bias and distortion of information when making judgements</li> <li>• synthesise information by identifying the various arguments and presenting your own interpretation in a way that brings together information coherently</li> <li>• communicate relevant information about complex subjects accurately and in a form, structure and style that suits your purpose</li> <li>• take a lead role in group discussions, clearly structuring what you say and using appropriate vocabulary, intonation and emphasis to make your points</li> <li>• write extended documents, structuring the material and presenting arguments and information in a logical sequence, and ensure that spelling, punctuation and grammar are correct</li> <li>• respond perceptively to contributions from others</li> </ul>	<p>Evidence of monitoring progress and adapting strategy may be through:</p> <ul style="list-style-type: none"> <li>• written records of the learner's reflections on the progress of the work and of feedback obtained</li> </ul> <p>and/or</p> <ul style="list-style-type: none"> <li>• written notes of discussions with appropriate persons, supported by witness statements.</li> </ul> <p>Evidence must describe choices made, reasons for these, and judgements of their effectiveness.</p> <p>Evidence of group discussion may include minutes of meetings, audio/visual clips, and witness statements.</p> <p>For the document, evidence must include:</p> <ul style="list-style-type: none"> <li>• notes of planning</li> <li>• at least one draft, with evidence of checking</li> <li>• full references for all sources used.</li> </ul>

You must provide evidence that you can:	In order to show that you are competent, you need to know how to:	Evidence requirements
C4.2.1 <i>continued</i>	<ul style="list-style-type: none"> <li>• monitor and critically reflect on your use of communication skills including:               <ul style="list-style-type: none"> <li>- obtaining feedback from others</li> <li>- noting choices made and judging their effectiveness</li> </ul> </li> <li>• adapt your strategy as necessary to overcome difficulties and produce the quality of outcomes required.</li> </ul>	

## Component: C4.3 Presenting outcomes and evaluating strategy

You must provide evidence that you can:	In order to show that you are competent, you need to know how to:	Evidence requirements
<p><b>C4.3.1</b> Present the outcomes of your work, using at least one formal oral presentation.</p>	<ul style="list-style-type: none"> <li>• organise and clearly present relevant information, including your outcomes, illustrating what you say by making comparisons, providing examples that relate to the interests of the audience</li> <li>• use a variety of verbal, visual and other techniques to illustrate complex points in ways that suit your purpose, subject and audience</li> <li>• vary your use of vocabulary and grammatical expression to convey particular effects, enable fine distinctions to be made, achieve emphasis and engage your audience.</li> </ul>	<p>Evidence must include the learner's preparatory notes for the presentation. There must be additional evidence which may be in the form of:</p> <ul style="list-style-type: none"> <li>• audio/visual clips of the presentation and/or</li> <li>• witness statements.</li> </ul> <p>In the presentation, brief notes may be used as a prompt, but the learner must not read these out.</p> <p>Assessors must look for:</p> <ul style="list-style-type: none"> <li>• clarity of expression</li> <li>• appropriate use of vocabulary</li> <li>• the use of a variety of verbal, visual and other techniques</li> <li>• evidence that the presentation is well structured, with examples that are relevant to the audience</li> <li>• evidence that the audience has responded appropriately.</li> </ul>

You must provide evidence that you can:	In order to show that you are competent, you need to know how to:	Evidence requirements
<p><b>C4.3.2</b></p> <p>Evaluate the effectiveness of your strategy and identify ways to further develop your communication skills.</p>	<ul style="list-style-type: none"> <li>• evaluate the effectiveness of your strategy, identifying factors that had an impact on the outcomes</li> <li>• identify ways to further develop your communication skills.</li> </ul>	<p>Evidence must be written but may be supported by a recorded discussion with an appropriate person.</p>

## Guidance for Communication Level 4

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The guidance below supports the requirements of the three columns of the component areas and is intended to advise and help you and your teacher/tutor/trainer in your work. It provides explanations of some of the requirements of the standards that may be useful when you are developing the skill of communication at Level 4 and producing evidence of your work. It is not a mandatory part of the standards.

### C4.1.1

#### Identify the outcomes

An intended outcome is a statement of what you want or need to achieve (for example better documentation for laboratory audit work). You may need to negotiate these outcomes with other people who are involved in the work. You must identify and write down outcomes that are specific, so you will be able to tell if they have been achieved. This will help later when you are monitoring and evaluating your work.

#### Plan your use of communication skills

You must plan your use of communication skills so you can make the most of your work activities. You will need to spend some time researching, finding out and exploring work activities in order to identify where and how you can use oral, written and visual communication skills over the coming months. You must allow time to read, draft and proofread documents, prepare presentations, and set up discussions.

#### Make a reasoned choice of methods

You must be familiar with the strengths and weaknesses of different ways of presenting information, including recording methods that can be used to aid planning, monitoring and reviewing processes (for example a Gantt chart/timeline). You must choose which ones to use in your work.

#### Identify relevant sources of information

You must check a range of different sources, including people who may be able to support you in developing your skills and completing the work. You must know how to use appropriate referencing and filing systems, and keep records of the sources you use.

## **C4.2.1**

### **Evaluate information**

You must develop a 'critical eye' for assessing the quality and reliability of information from different sources, taking into account commercial, political, academic or personal interests that may influence content and presentation. You must check facts, research other sources, and ask additional questions.

### **Synthesise information**

You must know how to look for logical relationships in the materials you use, identify the important ideas, and take a critical attitude towards the material by relating it to your own views and experience. You must bring together and combine information from a range of sources in order to present it consistently and coherently.

### **Monitor and critically reflect**

You must know how to track, record, reflect on and evaluate your progress (the use of ICT may be helpful). You must identify reliable sources of feedback and use feedback constructively to help you monitor your performance and make decisions (for example on whether to adapt your overall strategy).

## **C4.3.1**

### **Organise and clearly present relevant information**

You must know how to present information in ways that best suit your purpose, subject and audience (for example how to structure what you say coherently so that sequences of ideas and information, including outcomes, can be followed easily). You must use a range of techniques, such as diagrams or models, to support your argument and know when it is appropriate to use technical vocabulary and conventions.

## **C4.3.2**

### **Evaluate the effectiveness of your strategy**

You must be able to identify how your decisions, and the resources and people involved in your work, have influenced how you have tackled the activity and its outcomes. You must take into account the effect of your own strengths and weaknesses in communication.

### **Identify ways to further develop your communication skills**

You must reflect on your overall level of communication skills and suggest areas where you need to improve, based on the experience you have gained in this activity. You must be able to identify opportunities that are available to you (for example for training, for changing working practices, or for tackling new kinds of tasks). You must discuss with a line manager, colleague or mentor how you might improve working methods, take advantage of new opportunities, and further develop your skills.

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