

Title:	Communicate effectively with people
Level:	5
Credit Value:	3
Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>
1. Understand how to communicate with people.	<p>1.1 explain the purpose of legislation, organisational policies and procedures that apply to communicating with people</p> <p>1.2 explain the benefits to the organisation, the community and individuals of effective communication</p> <p>1.3 provide examples of strategies to overcome common barriers to effective communication</p>
2. Understand how to maintain the security of information in communications with people	<p>2.1 explain the impact of the legislation, organisational policies and procedures on the security and management of information within the organisation</p> <p>2.2 explain the classification system and security arrangements for keeping and communicating information that might be sensitive and/or confidential</p> <p>2.3 explain the contingency arrangements for dealing with misuse of information</p>
3. Be able to communicate with people	<p>3.1 communicate with individuals at different levels and respond to different needs</p> <p>3.2 overcome barriers to effective communication in a manner which promotes an effective working relationship</p> <p>3.3 maintain and promote the security of sensitive and/or confidential information being communicated</p> <p>3.4 enable others to overcome difficulties in communication</p>
Additional Information about the unit	
Unit aim(s)	<p>This unit is about communicating effectively with people – orally, in writing, using electronic and/or telecommunication and using non-verbal forms of communication.</p> <p>The term ‘people’ is used broadly to cover any child, adult, group, community or agency that workers come into contact with, either directly or indirectly. It includes members of</p>

	the public, individuals who are clients of the justice sector, and colleagues in the workplace. .
Unit expiry date	[End of accreditation]
Details of the relationship between the unit and relevant national occupational standards (if appropriate)	AB1
Details of the relationship between the unit and other standards or curricula (if appropriate)	N/A
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit requires the workplace assessment of occupational competence.
Endorsement of the unit by a sector or other appropriate body (if required)	This unit is endorsed by Skills for Justice, the Sector Skills Council for Justice
Location of the unit within the subject/sector classification system	[Unit code]
Name of the organisation submitting the unit	Skills for Justice
Availability for use	
Availability for delivery	[Start of accreditation]