

KEY SKILLS

Communication Level 2

The key skills are the skills which are most commonly needed to succeed in a range of activities – at work, in education and training and in everyday life. In developing the key skill of communication, you will learn to use and adapt your communication skills confidently and effectively in a range of settings and contexts.

Progression

The key skills qualifications are designed to enable you to progress at your own pace. They build on adult literacy standards, which provide further detail of the skills needed to achieve the communication key skill at levels 1 and 2. Each level of the key skill above level 1 incorporates and builds on the previous ones. The key skills qualifications not only recognise your current capabilities, they also require you to identify how you can further improve your skills to meet new demands at higher levels.

Part A

YOU NEED TO KNOW HOW TO

This section tells you about the techniques and knowledge associated with each key skill. It tells you what you need to learn and practise to feel confident about applying communication skills in your studies, work or other aspects of your life.

Part B

YOU MUST

This section builds on Part A and describes the application of skills. It describes the skills you must show. All your work for this section will be assessed. You must have evidence that you can do all the things listed in the bullet points.

To achieve Communication at level 2, you must be able to apply your communication skills to suit different purposes. You will show that you can:

- take part in a group discussion
- read and summarise at least two documents
- give a short talk
- write two types of document, each giving different information.

Part A

YOU NEED TO KNOW HOW TO:

Discuss

- use varied vocabulary and expressions to suit your purpose
- adapt what you say to suit different situations
- listen carefully to what others say
- identify the speaker's intentions
- move the discussion forward.

Give a short talk

- prepare for the talk
- adapt your language to suit your subject, purpose and situation
- structure what you say to help listeners follow a line of thought or series of events
- use a variety of ways to support the main points of your talk including using images.

Read and summarise information

- select and use different types of documents to obtain relevant information
- skim documents to gain a general idea of content
- scan documents to identify the information you need
- recognise the writer's intentions
- identify the main points, ideas and lines of reasoning from text and images
- summarise information for a purpose.

Write documents

- use different formats for presenting information, including essays, reports and articles
- structure your writing to help readers follow and understand your main points
- use different styles of writing to suit different purposes
- proof-read and where necessary re-draft your documents so that:
 - spelling is accurate including familiar technical words
 - sentences are formed correctly with accurate use of conjunctions
 - punctuation is accurate including use of commas, apostrophes and inverted commas.

Part B

YOU MUST:

Evidence must show you can:

C2.1a

Take part in a group discussion.

- 2.1a.1** make clear and relevant contributions in a way that suits your purpose and situation
- 2.1a.2** respond appropriately to others
- 2.1a.3** help to move the discussion forward.

C2.1b

Give a talk of at least four minutes.

- 2.1b.1** speak clearly in a way that suits your subject, purpose and situation
- 2.1b.2** keep to the subject and structure your talk to help listeners follow what you are saying
- 2.1b.3** use appropriate ways to support your main points.

C2.2

Read and summarise information from at least **two** documents about the same subject. Each document must be a minimum of 500 words long.

- 2.2.1** select and read relevant documents
- 2.2.2** identify accurately the main points, ideas and lines of reasoning
- 2.2.3** summarise the information to suit your purpose.

C2.3

Write **two** different types of documents each one giving different information. One document must be at least 500 words long.

- 2.3.1** present relevant information in a format that suits your purpose
- 2.3.2** use a structure and style of writing to suit your purpose
- 2.3.3** spell, punctuate and use grammar accurately
- 2.3.4** make your meaning clear.

- Use at least one image *either* to obtain information *or* to convey information in your discussion, your talk *or* one of the documents you write in order to help the audience/reader understand the points you are making.

EXAMPLES AND GUIDANCE

The following gives further guidance and examples of the techniques and knowledge in Part A.

DISCUSSION:

- to present an argument, express ideas or opinions and exchange information judging effectively the amount to say and using a manner and tone of voice to suit the situation
- to summarise, develop points and to focus on purpose.

GIVE A SHORT TALK:

- avoiding or explaining technical terms and using a variety of techniques to engage the audience (eg *keeping attention by varying tone of voice; giving examples; signalling new points; using images or other support material to illustrate what you are saying*).

READ AND SUMMARISE INFORMATION:

- to obtain and compare facts, opinions and ideas, obtain instructions or directions from reports, text books and articles
- to understand the writer's intention by tone, vocabulary and the structure of the text.

WRITE:

- to produce documents such as letters, memos and extended essays or reports
- using paragraphs, headings and sub-headings to structure material.

For further examples and guidance on the key skills standards please refer to *The key skills qualifications standards and guidance* (order ref: QCA/04/1272). The adult literacy standards also provide help and guidance for preparing candidates for the communication key skill at levels 1 and 2.

Help with producing evidence

If producing certain types of evidence is difficult for you because of a disability or for another reason, please discuss this with your tutor or supervisor. It may be possible for you to produce evidence using alternative methods. Depending on the skill and level, these may include use of Braille, voice activated software and British Sign Language. Detailed guidance is available in the document *Basic and Key Skills: Guidance for candidates with Particular Requirements* published by the Joint Council for Qualifications. This is available from your key skills awarding body.

Please ask your tutor or supervisor for further guidance.

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