

Domain	FOUNDATION COMMUNICATION SKILLS	Unit ID: 335
Title:	Apply basic speaking and listening skills in English in different contexts	
Level: 1		Credits: 6

Purpose

This unit standard specifies the competencies required to use speaking and listening skills to gather and convey basic information in English in different contexts. It includes giving and receiving instructions, gathering and conveying information and applying speaking and listening skills to explore everyday issues and solve simple, routine problems. This unit standard is intended for people requiring basic speaking and listening skills in English in order to engage in paid employment, other forms of work and/or vocational education and training.

Special Notes

1. Glossary:
'Speaking skills' refers to oral skills.
'Listening skills' refers to understanding and comprehension.
2. This unit standard focuses on the ability to apply speaking and listening skills in the following contexts: family and social settings, workplace and institutional settings, education and training contexts and community settings.
3. The language to be used in the activities described in this unit standard must be English.

Quality Assurance Requirements

This unit standard and others within this Subfield may be awarded by institutions that meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and that comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Apply speaking and listening skills to give and receive instructions

Range

Instructions may be provided through a one-on-one conversation, a presentation to a small work group or a presentation to a large work group.

Needs of listeners may include language skills of listener, language spoken by listener, and information requirements of listener.

Performance Criteria

- 1.1 Key points, in short oral instructions, are identified and correctly interpreted.
- 1.2 Basic spoken instructions are given in a clear and concise manner taking into account the needs of the listener.
- 1.3 Speaking and listening skills are effectively used to exchange or obtain goods or services.

Element 2: Apply speaking and listening skills to gather and convey information

Range

Informative talk may include a one-on-one conversation with another person, a small group discussion or a presentation to a large group.

Discussion may include a one-on-one conversation with another person or a small group discussion.

Performance Criteria

- 2.1 Key points in a brief informative talk are identified and correctly interpreted.
- 2.2 Information about a familiar topic is conveyed in a clear and concise manner when participating in a discussion.
- 2.3 Information about a familiar topic is gathered through asking questions for clarity when participating in a discussion.

Element 3: Apply speaking and listening skills to talk about everyday issues and solve simple problems

Range

Discussions may include one-on-one conversations or small group discussions.

Performance Criteria

- 3.1 Speaking and listening skills are effectively used to express a personal point of view about an issue or topic.
- 3.2 Speaking and listening skills are effectively used to gain the point of view of others in short discussions.
- 3.3 Speaking and listening skills are effectively used in short discussions requiring some negotiations.

Registration Data

Subfield:	Communication skills
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