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| School In A Box Logo | **My School**  Cambridge TEC (Certificate/Diploma) in Business  **Unit 06 – Communicate in a Business Environment** | Student Name:­­­­ **Grade Awarded by:**  **Date Awarded: \_\_\_\_\_\_\_\_\_\_** Grade: PASS/MERIT/DISTINCTION |

##### Unit 06 - Assignment Checklist - DD-MM-20YY

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| **TASKS & LEVEL** | **ACTIVITIES** | **Student**  **Staff** |
| **LO1 - Be Able to Communicate in Writing, Following Business Etiquette** | | |
| **P1.1 – Task 01** | Create a report that describes Letter Writing Etiquette. |  |
| **P1.2 – Task 02** | Create a letter that letter demonstrating business conventions and etiquette. |  |
| **P2.1 – Task 03** | Create and send business emails using the required etiquette and the following email functions. |  |
| **P2.2 – Task 04** | Describe in a report with examples, email etiquette. |  |
| **P2.2 – Task 05** | Describe why email is a better form of communicating using your scenario as an example. |  |
| **M1.1 – Task 06** | Set up an email contact group and send a business email to the group |  |
| **P3.1 – Task 07** | Reply to a business email with multiple recipients |  |
| **LO2 - Be Able to Communicate by Telephone** | | |
| **P4.1 – Task 01** | Create a report on the basic conventions needed for a professional phone call. |  |
| **P4.1 – Task 02** | Create a report on the calling conventions needed for a professional phone call. |  |
| **P4.1 – Task 03** | Create a report on the holding, transferring and conferencing conventions needed for a professional phone call. |  |
| **P4.2 – Task 04** | Make and receive telephone calls, adhering to business convention. |  |
| **M2.1 – Task 05** | Transfer business calls to colleagues, adhering to business convention. |  |
| **P5.1 – Task 06** | Complete follow-up tasks in relation to business telephone calls. |  |
| **D1.1 – Task 07** | Set up and lead a conference call, adhering to business convention. |  |
| **P6.1 – Task 08** | In a report, explain the business conventions of voicemail systems in context of a particular company. |  |
| **P6.2 – Task 09** | Set up and monitor own voicemail system |  |
| **M3.1 – Task 10** | Set up and monitor a voicemail system on behalf of a colleague or team. |  |
| **M4.1 – Task 11** | Choose an appropriate format (letter, email or phone call) to communicate with external contacts on matters with specific requirements and justify why the format used was chosen over other formats |  |
| **LO3 - Be Able to Communicate Appropriately in Meetings when Face-to-Face with Internal and External Colleagues** | | |
| **P7.1 -Task 01** | In a report, describe how you could use non-verbal communication skills in a one-to-one situation. |  |
| **P7.1 -Task 02** | In a report, describe how you could use verbal communication skills in a one-to-one situation. |  |
| **P7.2 - Task 03** | Draw up a list of potential questions to discuss within a one-to-one interview. |  |
| **P7.2 - Task 04** | Use interpersonal communication skills in a one-to-one situation and demonstrate these in a report. |  |
| **P8.1 - Task 05** | Use interpersonal communication skills to contribute to a small business meeting. |  |
| **P8.1 - Task 06** | Create a report demonstrating the use of interpersonal communication skills to contribute to a small business meeting. |  |
| **M5.1 – Task 07** | Lead the discussion in a small meeting. |  |
| **D2.1 – Task 08** | Contribute verbally to a large, formal meeting. |  |
| **LO4 - Be Able to Give and Receive Constructive Feedback in a Business Context** | | |
| **P9.1 – Task 01** | Create a report on how to provide constructive feedback with examples from your scenario. |  |
| **P9.2 – Task 02** | Give constructive feedback to a colleague on a business-related task |  |
| **M6.1 – Task 03** | Identify how you can improve their giving feedback communication skills and address areas of weakness. |  |
| **P10.1 – Task 04** | Create a report on how to provide constructive feedback with examples from your scenario. |  |
| **P10.2 – Task 05** | Respond appropriately to feedback provided |  |
| **M6.2 – Task 06** | Identify how they you can improve your behaviour and performance when receiving feedback and communication skills and address areas of weakness. |  |
| **P11.1 – Task 07** | Identify how effective own communication skills have been |  |
| **M6.3 – Task 08** | Identify how to improve on your own overall communication skills. |  |