

WRITTEN BUSINESS COMMUNICATION

Level: 2
 Credits: 4
 Learning Time: 40

Learning Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
1 Be able to understand different forms of written communication	1.1 Describe the purpose of different forms of written communication
2 Be able to produce a variety of routine business documents	2.1 Extract relevant information, using various sources, for a variety of purposes 2.2 Structure information appropriately 2.3 Produce a variety of business documents e.g. letter, email, agenda using accepted formats and business conventions
3. Be able to communicate in writing at a level that is appropriate for business	3.1 Use an appropriate style, vocabulary and tone when producing business documents 3.2 Use accurate and consistent spelling, punctuation and grammar

Unit aim

This unit aims to develop a learner's skills and knowledge of written business communications in contexts that are relevant to workplace situations. Learners will be able to produce documents to an acceptable standard and demonstrate an understanding of a wide range of communication methods and their suitability for various purposes. The unit is also designed to develop learners' ability to extract relevant information from a range of sources and follow instructions accurately.