

Sample Scheme of Work

Topic: Communication in a business environment

Awarding Body used: Pearson

**Total GLH per topic
by the awarding body:** 19

**Total GLH per topic
planned by you:** 19

Course / Programme: Level 2 Diploma in Business Administration

Reference codes NOS: 601/3405/7

Reference code awarding body: H/506/1893

Web links to Standards used: <http://qualifications.pearson.com/en/qualifications/nvq-and-competence-based-qualifications/business-administration/business-administration-l2-2014.html>

Aims for this topic:

The aim of this topic is to develop the knowledge and skills of communication required in a business environment by exploring different communication methods.

You will consider the language, content, structure and accuracy of information in written communications relevant to your role within the workplace.

Wider Resources Available:

Books

Butterfield J – Verbal Communication: Illustrated Course Guides (2nd edition) (Cengage Learning, 2012) ISBN 9781133526520

Butterfield J – Written Communication: Illustrated Course Guides (2nd edition) (Cengage Learning, 2012) ISBN 9781133187615

Trimarchi K, Watkins B, Parton N and Majithia P – NVQ/SVQ Level 2 Business and Administration Handbook (NVQ Administration) (Heinemann, 2011) ISBN 9780435046903

Websites

www.bbc.co.uk/skillswise – BBC Skillswise: learning resources which include verbal and written methods of communication

Differentiation

- Establish the setting of different tasks for students of different abilities.
- Adapt session resources for the more advanced students and utilise the wider resource availability.
- For students who quickly grasp activities can be issued more challenging extension activities from the wider resources and spend more time on the fundamentals of a topic. Or, they can develop a more rounded understanding of the subject matter or progress through the set course more quickly.
- Employ targeted questioning to produce a range of responses and to challenge the more able students along with verbal support and encouragement.
- Pace the i-Check and i-Practice assessments according to learners needs and adapt session plan accordingly.

How Equality and Diversity can be achieved in this topic?

- Different genders and ethnic origins have been used throughout within the examples and images displayed.
- Learners have access to a variety of resources to best suit their needs including IT equipment, books, large print, visually interactive demonstrations and audio voice-overs.
- The language used throughout is not gender specific.
- Any negative attitudes or stereotyping will be challenged in the classroom.
- Identifying opportunities for students to work in collaboratively in diverse groups.

Session	Hours Planned	Learning Objectives	Learning Activities Examples		Resources	Digital content		How will learners develop their English and Maths skills
			Tutor-Contact	Self-Study		i-GVS content	Delivery time	
1	Total: 3 hours Tuition: 2 hours Self-Study: 1 hour	<p>Business Communication Session 1 Objectives:</p> <ul style="list-style-type: none"> Explore different forms of communication used in business. Identify appropriate methods of communication to suit the audience. Discuss the communication requirements of different audiences. Understand appropriate language for the recipient's needs. <p>Mix of classroom and independent study</p>	<p>Tutor to present learning on:</p> <ul style="list-style-type: none"> Forms of communication Internal and External Audiences Business communication needs, and purpose. Specific business language Meeting the needs of individuals. 	<p>Learner to prepare themselves to complete the GVS i-ACT on Business Communication</p> <p>Learner to research business communication using the various sources listed.</p> <p>Learner to review the NOS for Business Administration Level 2 for this unit.</p> <p>Students to work through the i-GVS i-ACT 1.1 -Business Communication independently some of which will include learning from tutor presentation.</p>	<p>Books</p> <p>Butterfield J – Verbal Communication: Illustrated Course Guides (2nd edition) (Cengage Learning, 2012) ISBN 9781133526520</p> <p>Butterfield J – Written Communication: Illustrated Course Guides (2nd edition) (Cengage Learning, 2012) ISBN 9781133187615</p> <p>Trimarchi K, Watkins B, Parton N and Majithia P – NVQ/SVQ Level 2 Business and Administration Handbook (NVQ Administration) (Heinemann, 2011) ISBN 9780435046903</p> <p>Websites</p> <p>www.bbc.co.uk/skillswise – BBC Skillswise: learning resources which include verbal and written methods of communication</p> <p>http://qualifications.pearson.com/en/qualifications/nvq-and-competence-based-qualifications/business-administration/business-administration-l2-2014.html</p> <p>i-GVS – i-ACT Business Communication</p>	<p>i-Ask: Forms of Communication</p> <p>i-Ask: Appropriate Methods of Communication and the Audience</p> <p>i-Check: Forms of Communication.</p> <p>i-Check: Appropriate Methods of Communication and the Audience.</p> <p>i-Test: Forms of Communication</p>	<p>i-Ask - 45 mins</p> <p>i-Ask – 45 mins</p> <p>i-Check - 20 mins</p> <p>i-Check - 20 mins</p> <p>i-Test - 10 mins</p>	<p>Developing their reading skills using text books and online resources and understand technical and complex words.</p> <p>Speaking and listening skills will be developed through discussions within the classroom.</p>

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2	Total: 3 hours Tuition: 2 hours Self-Study: 1 hour	Verbal, Non-Verbal and Written Business Communication Session 2 Objectives: <ul style="list-style-type: none"> Understand the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications. Explore the process of producing clear and appropriate written communication. Discuss the importance of using appropriate body language and tone of voice in verbal communication. Explain business communication conventions and the formality used within business documents. Understand deadlines when communicating with others. <p>Mix of classroom and independent study</p>	<p>Tutor to present learning on:</p> <ul style="list-style-type: none"> Different forms of written communication Use of apostrophes Starting and ending letters Starting and ending emails Company rules and conventions in business communication Types of non-verbal communication and the message portrayed 	<p>Learner to prepare themselves to complete the GVS i-ACT on Verbal, Non-Verbal and Written Communication</p> <p>Learner to research verbal, non-verbal and written business communication using the various sources listed.</p> <p>Learner to review the NOS for Business Administration Level 2 for this unit.</p>	<p>Books</p> <p>Butterfield J – Verbal Communication: Illustrated Course Guides (2nd edition) (Cengage Learning, 2012) ISBN 9781133526520</p> <p>Butterfield J – Written Communication: Illustrated Course Guides (2nd edition) (Cengage Learning, 2012) ISBN 9781133187615</p> <p>Trimarchi K, Watkins B, Parton N and Majithia P – NVQ/SVQ Level 2 Business and Administration Handbook (NVQ Administration) (Heinemann, 2011) ISBN 9780435046903</p> <p>Websites</p> <p>www.bbc.co.uk/skillswise – BBC Skillswise: learning resources which include verbal and written methods of communication</p> <p>i-GVS – i-ACT: Verbal, Non-Verbal and Written Business Communication</p>	<p>i-Ask: Written Communication</p> <p>i-Ask: Non-Verbal Communication</p> <p>i-Check: Written Communication.</p> <p>i-Check: Non-Verbal Communication.</p> <p>i-Test: Verbal, Non-verbal and Written Communication</p>	<p>i-Ask – 45 mins</p> <p>i-Ask – 45 mins</p> <p>i-Check – 20 mins</p> <p>i-Check – 20 mins</p> <p>i-Test – 10 mins</p>	<p>Developing their reading skills using text books and online resources and understand technical and complex words.</p> <p>Speaking and listening skills will be developed through discussions within the classroom.</p>

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3	<p>Total: 3 hours</p> <p>Tuition: 2 hours</p> <p>Self-Study: 1 hour</p>	<p>Appropriate Response in Business Communication Session 3 Objectives:</p> <ul style="list-style-type: none"> Understand the appropriate response to situations in accordance with organisational policies and standards. Explain the importance of following company standards and policies when communicating. <p>Mix of classroom and independent study</p>	<p>Tutor to present learning on:</p> <ul style="list-style-type: none"> Communication in different situations Communication Policies within organisations Receiving visitors according to company procedures Preserving company standards outside work 	<p>Learner to prepare themselves to complete the GVS i-ACT on Appropriate Response in Business Communication</p>	<p>Books</p> <p>Butterfield J – Verbal Communication: Illustrated Course Guides (2nd edition) (Cengage Learning, 2012) ISBN 9781133526520</p> <p>Butterfield J – Written Communication: Illustrated Course Guides (2nd edition) (Cengage Learning, 2012) ISBN 9781133187615</p> <p>Trimarchi K, Watkins B, Parton N and Majithia P – NVQ/SVQ Level 2 Business and Administration Handbook (NVQ Administration) (Heinemann, 2011) ISBN 9780435046903</p> <p>Websites</p> <p>www.bbc.co.uk/skillswise – BBC Skillswise: learning resources which include verbal and written methods of communication</p> <p>i-GVS – i-ACT: Appropriate Response in Business Communication</p>	<p>i-Ask: Communicating in Different Situations</p> <p>i-Ask: Company Standards and Policies</p> <p>i-Check: Communicating in Different Situations</p> <p>i-Check: Company Standards and Policies.</p> <p>i-Test: Appropriate Response in Business Communication</p>	<p>i-Ask – 45 mins</p> <p>i-Ask – 45 mins</p> <p>i-Check – 20 mins</p> <p>i-Check – 20 mins</p> <p>i-Test – 10 mins</p>	<p>Developing their reading skills using text books and online resources and understand technical and complex words.</p> <p>Speaking and listening skills will be developed through discussions within the classroom.</p>

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4	Total: 3 hours	Writing a letter practical session 4 activity objectives:	Tutor to walk through the i-Practice: Writing a Letter discussing the format and how it relates to the learning which has already taken place on the topic to date.	Learner to actively discuss and share their knowledge when walking through the i-Practice: Writing a Letter in the classroom.		i-Practice: Writing a Letter	i-Practice – 20 mins	Developing their reading skills using text books and online resources and understand technical and complex words. Speaking and listening skills will be developed through discussions within the classroom.
	Tuition: 2 hours	<ul style="list-style-type: none"> Understand the standard conventions involved when writing a formal letter. 				i-Practice: Writing a Letter (Assessment)	i-Practice assessment – 20 mins	
	Self-Study: 1 hour	<ul style="list-style-type: none"> Understand the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications. Explain the standard process of producing and sending a business letter. 						
5	Total: 3 hours	Writing a business email session 5 activity objectives:	Tutor to walk through the i-Practice: Writing a Business Email discussing the format and how it relates to the learning which has already taken place on the topic to date.	Learner to actively discuss and share their knowledge when walking through the i-Practice: Writing a Business Email in the classroom.		i-Practice: Writing a Business Email	i-Practice – 20mins	
	Tuition: 2 hours	<ul style="list-style-type: none"> Understand the standard conventions involved when writing a business email 				i-Practice: Writing a Business Email (Assessment)	i-Practice (assessment) – 20mins	
	Self-Study: 1 hour	<ul style="list-style-type: none"> Understand the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications. Explain the standard process of producing and sending a business email. 						

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6	Total: 3 hours	Making a phone call Writing a business email session 6 activity objectives:	Tutor to walk through the i-Practice: Making a phone call discussing the format and how it relates to the learning which has already taken place on the topic to date.	Learners to actively discuss and share their knowledge when walking through the i-Practice: Making a phone call in the classroom.		i-Practice: Making a phone call	i-Practice – 20mins	
	Tuition: 2 hours	<ul style="list-style-type: none"> Understand the standard conventions involved when making a business phone call. 				i-Practice: Making a phone call (Assessment)	i-Practice – 20mins	
	Self-Study: 1 hour	<ul style="list-style-type: none"> Understand typical dialogue and professional conduct when making a business phone call. Explain the standard process of making a business phone call. 						
7	Total: 3 hours	Responding to a phone call session 7 activity objectives:	Tutor to walk through the i-Practice: Responding to a phone call discussing the format and how it relates to the learning which has already taken place on the topic to date.	Learners to actively discuss and share their knowledge when walking through the i-Practice: Responding to a phone call in the classroom.		i-Practice: Responding to a phone call	i-Practice – 20mins	
	Tuition: 2 hours	<ul style="list-style-type: none"> Understand the standard conventions involved when responding to a business phone call. 				i-Practice: Responding to a phone call (Assessment)	i-Practice (assessment) – 20mins	
	Self-Study: 1 hour	<ul style="list-style-type: none"> Understand typical dialogue and professional conduct when responding to a business phone call. Explain the standard process of responding to a business phone call. 						

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8	Total: 3 hours Tuition: 2 hours Self-Study: 1 hour	<p>Session 8 activity objectives:</p> <p>Demonstrate the production of written business documentation including: emails, letters, reports and planning notes.</p> <ul style="list-style-type: none"> Demonstrate the correct use of grammar, sentence structure, punctuation, spelling and conventions in business communications. <p>Observations in a real working environment (RWE)</p>	<p>Tutors to utilise learners working in a real working environment (RWE) in order to assess competence against the performance requirements of the diploma.</p>	<p>Students to work in a real business environment to demonstrate the skills and knowledge which they have learnt through previous theory sessions.</p>	<p>Real working Environment</p>	<p>Work-based observation of skills</p>		<p>Speaking and listening when dealing with customers and colleagues.</p>

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9	Total: 3 hours Tuition: 2 hours Self-Study: 1 hour	<p>Session 9 activity objectives:</p> <ul style="list-style-type: none"> • Demonstrate effective verbal communication including telephone and face-to-face using active listening and questioning techniques. • Demonstrate appropriate body language and tone of voice to meet audience needs and to reinforce the message. • Produce evidence of meeting agreed deadlines in business communications. <p>Observations in a real working environment (RWE)</p>	Tutors to utilise learners working in a real working environment (RWE) in order to assess competence against the performance requirements of the diploma.	Learners to work in a real business environment to demonstrate the skills and knowledge which they have learnt through previous theory sessions.	Real working Environment	Work-based observation of skills		Speaking and listening when dealing with customers and colleagues.