

LEARNING GUIDE - NOTES

UNDERTAKE BUSINESS COMMUNICATION

7.1 Introduction

This unit specifies the competencies required to undertake business communication. It involves handling correspondences, maintaining human resource records, aligning response time to service charter, safeguarding confidentiality of information, implementing organization policies and managing communication on social media platforms.

7.2 Performance Standard

It involves handling correspondences, maintaining human resource records, aligning response time to service charter, safeguarding confidentiality of information, implementing organization policies and managing communication on social media platforms in line with the SOPs, as per the organization procedures, in line with service charter, within the organization and according to social media policies and procedures.

7.3 Learning Outcomes

7.3.1 List of Learning Outcomes

- a) Handle correspondences at the workplace
- b) Maintain human resource records
- c) Align response time to service charter
- d) Safeguard confidentiality of information
- e) Manage communication on social media platforms

Business Communication Lecture Guide

David Baud



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