Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies

1. Title	Communicate (oral and written) information with team members and clients
2. Code	ITSWGS402A
3. Range	Communicate (oral and written) general business and technical information related to software products and software services with team members and clients effectively [Generic Skills – Communications Skills]
4. Level	4
5. Credit	4
6. Competency	6.1 Understand characteristics of effective communication Performance Requirement Be able to recognize that good communication is accurate, clear, concise, coherent, and appropriate to the subject 6.2 Know the audience and the information needed to be conveyed Be able to - understand the target audience - collect profile of audience whenever possible - understand the content to be conveyed - understand time allocation and venue constraints on the delivery of information 6.3 Consolidate information for delivery Be able to - collect relevant data and compose a draft appropriate to the communication assignment - explain the use of special terms and short forms - check for accuracy, clearness, conciseness and cohesion in the draft - edit the draft to comply with corporate objectives, style and format - seek recommendation or approval from management before release of information where necessary 6.4 Deliver message related to business or software products and software services to team members and clients effectively Be able to - prepare written report in English as well as Chinese for the ICT industry - communicate information related to business or software products and software services in English, Putonghua or Cantonese
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) understand the needs of the audience; and (ii) communicate business and technical information related to software products and software services to team members and clients effectively.
Remark	