

COMMUNICATION SKILLS

UNIT CODE: 0031 551 11A

Duration of Unit: 40 hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

Unit Description

This unit covers the competencies required to apply communication skills. It involves applying communication channels, written, non-verbal, oral, and group communication skills.

Summary of Learning Outcomes

LEARNING OUTCOMES	DURATION (HOURS)
1. Apply communication channels.	10
2. Apply written communication skills.	12
3. Apply non-verbal skills.	4
4. Apply oral communication skills.	4
5. Apply group communication skills.	10
TOTAL	40

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication channels	1.1 Communication process 1.1.1 Principles of effective communication 1.2 Channels/medium/modes of communication 1.2.1 Factors to consider when selecting a channel of communication	● Oral questions ● Written assessment ● Observation ● Portfolio of Evidence ● Practical assessment ● Third party report

Learning Outcome	Content	Suggested Assessment Methods
	1.2.2 Barriers to effective communication 1.3 Flow/patterns of communication 1.3.1 Sources of information 1.3.2 Organizational policies	
2. Apply written communication skills	2.1 Types of written communication 2.2 Elements of communication 2.3 Organization requirements for written communication	● Oral assessment ● Written assessment ● Observation ● Portfolio of Evidence ● Practical assessment ● Third party report
3. Apply non-verbal communication skills	3.1 Utilize body language and gestures 3.2 Apply body posture 3.3 Apply workplace dressing code	● Oral assessment ● Written assessment ● Observation ● Portfolio of Evidence ● Practical assessment ● Third party report
4. Apply oral communication skills	4.1 Types of oral communication pathways 4.2 Effective questioning techniques 4.3 Workplace etiquette 4.4 Active listening	● Oral assessment ● Written assessment ● Observation ● Portfolio of Evidence ● Practical assessment ● Third party report
5. Apply group discussion skills	5.1 Establishing rapport 5.2 Facilitating resolution of issues 5.3 Developing action plans 5.4 Group organization techniques 5.5 Turn-taking techniques	● Oral assessment ● Written assessment ● Observation ● Portfolio of Evidence ● Practical assessment

Learning Outcome	Content	Suggested Assessment Methods
	5.6 Conflict resolution techniques 5.7 Team-work	

Suggested Methods of Instruction

- Roleplaying
- Simulation
- Field trips
- Viewing of related videos
- Demonstrations
- Online Training
- Group discussions.
- Instructor led facilitation using active learning strategies.

Recommended Resources for 25 trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Trainee: Item)
A	Learning Materials			
1.	Textbooks		5 pcs	5:1
2.	PowerPoint presentations	For trainer's use		
3.	Assorted colour of whiteboard markers	For trainer's use	2 packets	
4.	e-Didactics	For trainer's use		
5.	Flashcards			
6.	Flip charts			
7.	Whiteboard			
B	Learning Facilities & infrastructure			
8.	Lecture/theory room		1	25:1
C	Consumable materials			
9.	Printing Papers		1 ream	1:20

10.	Toners		2 pcs	13:1
11.	Internet			
D	Tools and Equipment			
12.	Projectors		1	25:1
13.	Printers		4	6:1
14.	Computers/Smartphones		25 pcs	1:1

MODULE VI

UNIT CATEGORY	UNIT CODE	UNIT NAME	DURATION (Hours)	CREDIT FACTORS
CORE	0732 551 14A	Database Administration	220	22.0
CORE	0732 551 15A	System Virtualization	220	22.0
BASIC	0732 551 16A	Entrepreneurial Skills	40	4.0
		Total	480	48.0