

COMMUNICATION SKILLS

ISCED UNIT CODE: 0031 441 01A

TVET CDACC UNIT CODE: ICT/CU/ICTA/BC/01/5/MA

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 the ability to: apply communication channels, written, non-verbal, oral, and group communication skills.

Summary of Learning Outcomes

Learning outcomes	Duration (hours)
1. Apply communication channels.	5
2. Apply written communication skills.	10
3. Apply non-verbal skills.	10
4. Apply oral communication skills.	5
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 1.2.1 Principles of effective communication 1.2 Channels/medium/modes of communication 1.2.2 Factors to consider 1.2.3 when selecting a channel of communication 1.2.4 Barriers to effective communication 1.3 Flow/patterns of communication 1.3.1 Sources of information 1.3.2 Organizational policies	• Oral questions • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
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 5.6 Conflict resolution techniques 5.7 Team-work	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment

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	Relevant to course content	5 pcs	5:1
2	PowerPoint Presentations	Training slides for instructional delivery	For trainer	N/A
3	Whiteboard Markers (Assorted)	Multi-colour, dry erase markers	2 packets	For trainer
4	e-Didactics	Digital teaching content	For trainer	N/A
5	Flashcards	Used for quizzes, terms, and concept reinforcement	25 sets	1:1 (or as required)
6	Flip Charts	For group work, brainstorming, and visual presentations	2 pads	1:13
7	Whiteboard	For instructional use	1 unit	Shared
B	Learning Facilities & Infrastructure			
8	Lecture/Theory Room	With furniture, ventilation, power points	1 room	25:1
C	Consumable Materials			
9	Printing Papers	A4 papers for handouts, assessments	1 ream	1:20

10	Toners	Compatible with printers in use	2 pcs	13:1
11	Internet	Broadband or Wi-Fi for research and online tools	1 connection	Shared
D	Tools and Equipment			
12	Projectors	For displaying teaching materials and multimedia content	1 unit	25:1
13	Printers	For printing training materials and trainee documents	4 units	6:1
14	Computers / Smartphones	For simulations, research, online assessments	25 units	1:1