

COMMUNICATION SKILLS

ISCED UNIT CODE: 0031 441 01A

TVET CDACC UNIT CODE: IT/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 applying 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 1.1.1 Principles of effective communication 1.2 Channels/medium/modes of communication	● Oral questions ● Written assessment ● Observation ● Portfolio of Evidence ● Practical assessment

Learning Outcome	Content	Suggested Assessment Methods
	1.1.1 Factors to consider when selecting a channel of communication 1.1.2 Barriers to effective communication 1.2 Flow/patterns of communication 1.2.1 Sources of information 1.2.2 Organizational policies	● 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	● Oral assessment ● Written assessment ● Observation ● Portfolio of Evidence ● Practical assessment

Learning Outcome	Content	Suggested Assessment Methods
	4.4 Active listening	• 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		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