

COMMUNICATION SKILLS

ISCED UNIT CODE: 0031 541 01A

TVET CDACC UNIT CODE: APB/CU/AB/BC/02/6/MA

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

Duration: 40 hours

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

By the end of this unit, the learner should be able to:

S/No	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
	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 Principles of effective communication 1.3 Channels/medium/modes of communication 1.4 Factors to consider when selecting a channel of communication 1.5 Barriers to effective communication 1.6 Flow/patterns of communication 1.7 Sources of information 1.8 Organizational policies	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 3.2 gestures 3.3 Apply body posture 3.4 Apply workplace dressing code	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report

Learning Outcome	Content	Suggested Assessment Methods
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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Oral assesemnt • Written assessment • Observation • Portfolio of Evidence • Practical assessment

Suggested Methods of Instruction

- Discussion
- Roleplaying
- Simulation
- Direct instruction
- Demonstration
- Field trips

Recommended Resources for 25 Trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio

				(Item: Trainee)
A	Learning Materials			
1.	Power point presentations	For trainer's use	1	1:25
2.	Report writing templates	Trainees	5	1:5
B	Learning Facilities & infrastructure			
3.	Lecture/theory room	For Trainer/trainee's use	1	1:25
4.	Computers with OS	Trainees	25	1:1
5.	Internet connection	Trainees and Trainers	1 connection	1:25
6.	Projector	For trainer's use	1	1:25
7.	Whiteboard	For trainer's use	1	1:25
C	Consumable materials			
8.	Printing papers	For trainer and trainee use	Varies	Varies
9.	Assorted whiteboard markers	For trainer's use	Varies	Varies
D	Tools and Equipment			
10.	Printers	For trainer's use	2	1:12
11.	Mobile phones	For trainer's use	25	1;1

12.	External storage media	For trainer and trainee use	Varies	1:1 or 1:5 depending on need
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