



**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARD**

**FOR**

**COMPUTER SCIENCE TECHNICIAN**

**KNQF LEVEL 6**

**(CYCLE 3)**

**PROGRAMME ISCED CODE: 0613 554 A.**



**TVET CDACC**  
**P.O. BOX 15745-00100**  
**NAIROBI**

# APPLY COMMUNICATION SKILLS

**ISCED UNIT CODE:** 0031 441 01A

**UNIT CODE:** CT/OS/CS/BC/02/6/MA

## UNIT DESCRIPTION

This unit covers the competencies required to demonstrate communication skills. It involves applying communication channels, written, non-verbal, oral, group communication skills job entry techniques.

## ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b>  | <b>PERFORMANCE CRITERIA</b>   |
|---|---|
| These describe the key outcomes that make up workplace function | These are assessable statements that specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in the Range</b></i>   |
| 1. Apply communication channels                                 | 1.1 Specific communication channels are identified and applied based on workplace requirements.<br>1.2 Challenges are identified and addressed as per the operational standards of the organization.<br>1.3 Communication channels are evaluated to meet workplace needs.   |
| 2. Apply written communication skills                           | 2.1 Types of written communication are identified and applied according to the workplace requirements.<br>2.2 Written communication needs are identified and implemented according to workplace procedures.<br>2.3 Written communication guidelines are analyzed, evaluated, and revised based on workplace needs.                                  |
| 3. Apply non-verbal communication skills                        | 3.1 Existing non-verbal communication techniques are identified and applied based on organization policy.<br>3.2 Non-verbal communication techniques are articulated to enhance inclusivity according to workplace requirements.<br>3.3 Non-verbal communication techniques are modeled to enhance inclusivity according to workplace requirements. |

|                                    |   |
|------------------------------------|---|
| 4. Apply oral communication skills | <p>4.1 Types of oral communication are identified and established as per organization policy.</p> <p>4.2 Pathways of oral communication are identified and established as per organization policy.</p> <p>4.3 Pathways of oral communication are reviewed according to organization procedures.</p> |
|------------------------------------|---|

| <b>ELEMENT</b>  | <b>PERFORMANCE CRITERIA</b>   |
|---|---|
| These describe the key outcomes that make up workplace function | <p>These are assessable statements that specify the required level of performance for each of the elements.</p> <p><b><i>Bold and italicized terms are elaborated in the Range</i></b></p>  |
|   | <p>4.4 Pathways of oral communication are maintained according to the organization standards.</p>   |
| 5. Apply group communication skills                             | <p>5.1 Group communication strategies are applied based on the workplace needs.</p> <p>5.2 Groups are organized in accordance with workplace procedures.</p> <p>5.3 Effective questioning, listening and non-verbal communication techniques are used as per needs.</p> <p>5.4 Group communication challenges are identified and addressed according to the workplace needs.</p>  |
| 6. Apply job entry techniques                                   | <p><b><i>6.1 Job opportunities</i></b> are sought based on competencies.</p> <p><b><i>6.2</i></b> A winning resume/CV is developed as per job advertisement.</p> <p><b><i>6.3</i></b> An application/cover letter is developed based on the job advertisement.</p> <p><b><i>6.4 certificates and testimonials</i></b> are organized as per resume.</p> <p><b><i>6.5 Interview skills</i></b> are demonstrated as per job advertisement.</p> |

## RANGE

This section provides the work environment and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

| <b>Variable</b>   | <b>Range</b>   |
|---|--|
| 1. Communication strategies may include but are not limited to: | <ul style="list-style-type: none"> <li>● Language switch</li> <li>● Comprehension check</li> <li>● Repetition</li> <li>● Asking confirmation</li> <li>● Paraphrasing</li> <li>● Clarification request</li> <li>● Translation</li> <li>● Restructuring</li> <li>● Generalization</li> </ul> |

|  |   |
|--|---|
| 2. Effective group interaction may include but not limited to: | <ul style="list-style-type: none"> <li>Identifying and evaluating what is occurring within an interaction in a non-judgmental way.</li> <li>Using active listening.</li> <li>Making decision about appropriate words, behavior.</li> <li>Putting together response which is culturally appropriate.</li> <li>Expressing an individual perspective.</li> </ul> |
|--|---|

| Variable  | Range   |
|---|---|
|   | <ul style="list-style-type: none"> <li>Expressing own philosophy, ideology and background and exploring impact with relevance to communication</li> </ul>                                   |
| 3. Situations may include but are not limited to: | <ul style="list-style-type: none"> <li>Establishing rapport</li> <li>Eliciting facts and information</li> <li>Facilitating resolution of issues</li> <li>Developing action plans</li> </ul> |

## REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

### Required Skills

The individual needs to demonstrate the following skills:

- Active listening
- Interpretation
- Negotiation
- Writing
- Oral skills
- Creative thinking
- Critical thinking
- Decision making
- Analytical
- Innovation
- Conflict skills
- Leadership
- Problem solving skills
- Management
- Organizational
- Teamwork

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Communication process
- Dynamics of groups
- Styles of group leadership
- Key elements of communications strategy
- Principles of effective communication
- Turn-taking techniques
- Conflict resolution techniques
- Work planning

- Work organization
- Company policies
- Company operations and procedure standards
- Fundamental rights at the workplace
- Personal hygiene
- Accountability
- Workplace problems and how to deal with them

## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge, and range.

|  |  |
|--|--|
| 1. Critical aspects of Competency.     | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Identified and applied specific communication channels based on workplace requirements.</li> <li>1.2 Identified and applied specific written communication correspondence according to the workplace requirements.</li> <li>1.3 Applied and developed non-verbal strategies to communicate in all areas of the workplace requirements.</li> <li>1.4 Established pathways of oral communication as per workplace policy.</li> <li>1.5 Applied group communication strategies based on workplace needs.</li> <li>1.6 Searched for job opportunity based on competencies.</li> <li>1.7 Prepared job requirement documentations based on job opportunity.</li> <li>1.8 Demonstrated interview skills based on the job opportunity.</li> </ul> |
| 2. Resource Implications               | <p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 Access to relevant workplace where assessment can take place.</li> <li>2.2 Appropriately simulated environment where assessment can take place.</li> <li>2.3 Resources relevant to the proposed activity or tasks.</li> </ul>  |
| 3. Methods of Assessment               | <p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Observation</li> <li>3.2 Oral assessment</li> <li>3.3 Portfolio of evidence</li> <li>3.4 Interviews</li> <li>3.5 Third party report</li> <li>3.6 Written assessment</li> <li>3.7 Practical assessment</li> <li>3.8 Projects</li> </ul>  |
| 4. Context of Assessment               | <p>Competency may be assessed:</p> <ul style="list-style-type: none"> <li>4.1 On-the-job</li> <li>4.2 In a simulated work environment</li> </ul>   |
| 5. Guidance information for assessment | <p>5.1 Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>  |