



**NATIONAL OCCUPATIONAL STANDARDS  
FOR  
AGRICULTURE AND EXTENSION TECHNICIAN  
LEVEL 5  
(CYCLE 3) PROGRAMME CODE: 0811 454A**



TVET CDACC  
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## APPLY COMMUNICATION SKILLS

**UNIT CODE: 0031 441 02A**

**TVET CDACC UNIT CODE: AGR/OS/EXT/BC/02/5/MA**

### UNIT DESCRIPTION

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

### 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 analysed, 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 and modeled to enhance inclusivity according to workplace   |

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|---|---|
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|   | 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> <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>                      |

## 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.

| Variable         | Range   |
|------------------|---|
| 1. Communication | <ul style="list-style-type: none"> <li>• Language switch</li> </ul> |

| Variable   | Range   |
|--|---|
| strategies may include but are not limited to:                 | <ul style="list-style-type: none"> <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, behaviour.</li> <li>• Putting together response which is culturally appropriate.</li> <li>• Expressing an individual perspective.</li> <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> </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 Practical assessment</li> <li>3.2 Project</li> <li>3.3 Portfolio of evidence</li> <li>3.4 Third party report</li> <li>3.5 Written assessment</li> <li>3.6 Oral assessment</li> </ul>   |

|  |  |
|--|--|
| 4. Context of Assessment               | 4.1 This competency may be assessed in a workplace or in a simulated workplace.                              |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |