



**COMPETENCY BASED CURRICULUM**

**FOR**

**INFORMATION COMMUNICATION TECHNOLOGY**

**KNQF LEVEL 5**

**PROGRAMME ISCED CODE: 061 2454A**

## COMMUNICATION SKILLS

**UNIT CODE:** 0031 441 01A

**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.	10
2. Apply written communication skills.	12
3. Apply non-verbal skills.	4
4. Apply oral communication skills.	4
5. Apply group communication skills.	10
<b>TOTAL</b>	<b>40</b>

### 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	<ul style="list-style-type: none"><li>• Oral questions</li><li>• Written assessment</li><li>• Observation</li><li>• Portfolio of Evidence</li><li>• Practical assessment</li><li>• Third party report</li></ul>

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
	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	
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"> <li>● Oral assessment</li> <li>● Written assessment</li> <li>● Observation</li> <li>● Portfolio of Evidence</li> <li>● Practical assessment</li> <li>● Third party report</li> </ul>
3. Apply non-verbal communication skills	3.1 Utilize body language and gestures 3.2 Apply body posture 3.3 Apply workplace dressing code	<ul style="list-style-type: none"> <li>● Oral assessment</li> <li>● Written assessment</li> <li>● Observation</li> <li>● Portfolio of Evidence</li> <li>● Practical assessment</li> <li>● Third party report</li> </ul>
4. Apply oral communication skills	4.1 Types of oral communication pathways 4.2 Effective questioning techniques	<ul style="list-style-type: none"> <li>● Oral assessment</li> <li>● Written assessment</li> <li>● Observation</li> <li>● Portfolio of Evidence</li> </ul>

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
	4.3 Workplace etiquette 4.4 Active listening	<ul style="list-style-type: none"> <li>• Practical assessment</li> <li>• Third party report</li> </ul>
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"> <li>• Oral assessment</li> <li>• Written assessment</li> <li>• Observation</li> <li>• Portfolio of Evidence</li> <li>• Practical assessment</li> </ul>

### **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**

<b>S/No.</b>	<b>Category/Item</b>	<b>Description/Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Trainee: Item)</b>
<b>A</b>	<b>Learning Materials</b>			
1.	Textbooks	For trainere's use	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	For trainer's use		
6.	Flip charts	For trainer's use		
7.	Whiteboard	For trainer's use		
<b>B</b>	<b>Learning Facilities &amp; infrastructure</b>			
8.	Lecture/theory room	For training	1	25:1
<b>C</b>	<b>Consumable materials</b>			
9.	Printing Papers	For printing	1 ream	1:20
10.	Toners	For printers	2 pcs	13:1
11.	Internet connection	For training & trainee's use		
<b>D</b>	<b>Tools and Equipment</b>			
12.	Projectors	For trainer's use	1	25:1
13.	Printers	For printing	4	6:1
14.	Computers/Mobile Phones	For training	25 pcs	1:1