



REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE PRODUCTION (CULINARY ARTS)

KNQF LEVEL: 5

ISCED PROGRAMME CODE: 1013 454 B



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

COMMUNICATION SKILLS

UNIT CODE: HO/CU/FP /BC/02/5/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

Duration of Unit: 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

1. Apply communication channels.
2. Apply written communication skills.
3. Apply non-verbal skills.
4. Apply oral communication skills.
5. Apply group communication skills.

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication channels	<ul style="list-style-type: none">• Communication process• Principles of effective communication• Channels/medium/modes of communication• Factors to consider when selecting a channel of communication• Barriers to effective communication• Flow/patterns of communication	<ul style="list-style-type: none">• Oral questions• Written assessment• Observation• Portfolio of Evidence• Practical assessment• Third party report

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> Sources of information Organizational policies 	
2. Apply written communication skills	<ul style="list-style-type: none"> Types of written communication Elements of communication 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	<ul style="list-style-type: none"> Utilize body language and gestures Apply body posture Apply workplace dressing code 	<ul style="list-style-type: none"> Oral assessment Written assessment Observation Portfolio of Evidence Practical assessment Third party report
4. Apply oral communication skills	<ul style="list-style-type: none"> Types of oral communication pathways Effective questioning techniques Workplace etiquette 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	<ul style="list-style-type: none"> Establishing rapport Facilitating resolution of issues Developing action plans Group organization techniques Turn-taking techniques Conflict resolution techniques Team-work 	<ul style="list-style-type: none"> Oral assessemnt 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

General Resources	Tools and Equipment	Materials and Supplies
<ul style="list-style-type: none">• 25 Desktop computers/laptops	Mobile phones	Flashcards
<ul style="list-style-type: none">• Internet connection		Flip charts
<ul style="list-style-type: none">• 1 Projector• 1 Printer		2 packets of assorted colors of whiteboard marker pens
<ul style="list-style-type: none">• 1 Whiteboard		Printing papers
<ul style="list-style-type: none">• Report writing templates		