



**THE REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**BEAUTY THERAPY**

**KNQF LEVEL 6**

**ISCED PROGRAM CODE: 1012 554B**



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

## COMMUNICATION SKILLS

**TVET CDACC UNIT CODE:** COS/CU/BT/BC/02/6B

**ISCED UNIT CODE:** 0031 541 02B

### 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 Methods	Assessment
1. Apply communication channels	<ul style="list-style-type: none"><li>• Communication process</li><li>• Principles of effective communication</li><li>• Channels/medium/modes of communication</li><li>• Factors to consider when selecting a channel of communication</li><li>• Barriers to effective communication</li><li>• Flow/patterns of communication</li><li>• Sources of information</li><li>• Organizational policies</li></ul>	<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>	

Learning Outcome	Content	Suggested Methods	Assessment
2. Apply written communication skills	<ul style="list-style-type: none"> <li>• Types of written communication</li> <li>• Elements of communication</li> <li>• Organization requirements for written communication</li> </ul>	<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	<ul style="list-style-type: none"> <li>• Utilize body language and gestures</li> <li>• Apply body posture</li> <li>• Apply workplace dressing code</li> </ul>	<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	<ul style="list-style-type: none"> <li>• Types of oral communication pathways</li> <li>• Effective questioning techniques</li> <li>• Workplace etiquette</li> <li>• Active listening</li> </ul>	<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>	

Learning Outcome	Content	Suggested Methods	Assessment
5. Apply group discussion skills	<ul style="list-style-type: none"> <li>Establishing rapport</li> <li>Facilitating resolution of issues</li> <li>Developing action plans</li> <li>Group organization techniques</li> <li>Turn-taking techniques</li> <li>Conflict resolution techniques</li> <li>Team-work</li> </ul>	<ul style="list-style-type: none"> <li>Oral assessemnt</li> <li>Written assessment</li> <li>Observation</li> <li>Portfolio of Evidence</li> <li>Practical assessment</li> </ul>	

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