



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">• 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• Sources of information• Organizational policies	<ul style="list-style-type: none">• Oral questions• Written assessment• Observation• Portfolio of Evidence• Practical assessment• Third party report	

Learning Outcome	Content	Suggested Methods	Assessment
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 	

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