REPUBLIC OF KENYA

COMPETENCY-BASED MODULAR CURRICULUM

FOR

ANIMAL HEALTH AND PRODUCTION

KNQF LEVEL: 6
(CYCLE 3)

PROGRAMME ISCED CODE: 0841 554A

TVET CDACC
P.O. BOX 15745-00100 NAIROBI

COMMUNICATION SKILLS

UNIT CODE: 0031 441 02A

TVET CDACC UNIT CODE: HE/CU/AHP/BC/02/5/MA

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

By the end of this unit, the learner should be able to:

S/No	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**
	Total	**40**

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication channels	1.1 Communication process 1.2 Principles of effective communication 1.3 Channels/medium/modes of communication	● Practical ● Project ● Written tests ● Third party report ● Portfolio of evidence

Learning Outcome	Content	Suggested Assessment Methods
	1.4 Factors to consider when selecting a channel of communication 1.5 Barriers to effective communication 1.6 Flow/patterns of communication 1.7 Sources of information 1.8 Organizational policies	• Oral questions
2. Apply written communication skills	2.1 Types of written communication 2.2 Elements of communication 2.3 Organization requirements for written communication	• Practical • Project • Written tests • Third party report • Portfolio of evidence • Oral questions
3. Apply non-verbal communication skills	3.1 Utilize body language and 3.2 Gestures 3.3 Apply body posture 3.4 Apply workplace dressing code	• Practical • Project • Written tests • Third party report • Portfolio of evidence • Oral questions
4. Apply oral communication skills	4.1 Types of oral communication pathways 4.2 Effective questioning techniques 4.3 Workplace etiquette 4.4 Active listening	• Practical • Project • Written tests • Third party report • Portfolio of evidence • Oral questions
5. Apply group discussion skills	5.11 Establishing rapport 5.12 Facilitating resolution of issues	• Practical • Project • Written tests

Learning Outcome	Content	Suggested Assessment Methods
	5.13 Developing action plans 5.14 Group organization techniques 5.15 Turn-taking techniques 5.16 Conflict resolution techniques 5.17 Team-work	● Third party report ● Portfolio of evidence ● Oral questions

Suggested Methods of Instruction

- Practical
- Demonstrations
- Project
- Group discussion
- Direct instruction

Recommended Resources for 25 trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Textbooks		5 pcs	1:5
2.	Production Manuals		5	1;5
3.	PowerPoint presentations	For trainer's use		
4.	Projector		1	1;25
5.	Assorted Flash Cards		5	1;5
6.	Whiteboard		1	1;25
7.	Report writing templates			
8.	Rolls flip charts		1	1;25
9.	Assorted color of whiteboard	For trainers Use		

		markers			
B		**Learning Facilities & infrastructure**			
	10.	Lecture/theory room		1	1:25
	11.	Computer Laboratory		1	1:25
C		**Consumable materials**			
	12.	Assorted whiteboard markers		25	1:1
	13.	Internet connection		200 mbps	-
	14.	Antivirus Software			-
	15.	Printing Papers		Enough	-
	16.	External storage media		1 tb	-
D		**Tools and Equipment**			
	14.	Printers		2 pcs	2:25
	15.	Computers	With Windows /Linux/Macintosh Operating System, Microsoft Office Software, Google Workspace Account, Antivirus Software	25pcs	1:1
	16.	Mobile phones		10	10:25