COMMUNICATION SKILLS

UNIT CODE: 0031 441 10 A

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	● Written assessment ● Practical ● Projects

	1.3. Channels/medium/modes of communication	● Third party report
	1.4. Factors to consider when selecting a channel of communication	● Portfolio of evidence
		● Oral questions
Learning Outcome	**Content**	**Suggested Assessment Methods**
	1.5. Barriers to effective communication	
	1.6. Flow/patterns of communication	
	1.7. Sources of information	
	1.8. Organizational policies	
2. Apply written communication skills	2.1. Types of written communication	● Written assessment
	2.2. Elements of communication	● Practical
	2.3. Organization requirements for written communication	● Projects
		● Third party report
		● Portfolio of evidence
		● Oral questions
3. Apply non-verbal communication skills	3.1. Utilize body language and	● Written assessment
	3.2. gestures	● Practical
	3.3. Apply body posture	● Projects
	3.4. Apply workplace dressing code	● Third party report
		● Portfolio of evidence
		● Oral questions
4. Apply oral communication skills	4.1. Types of oral communication pathways	● Written assessment
	4.2. Effective questioning techniques	● Practical
	4.3. Workplace etiquette	● Projects
	4.4. Active listening	● Third party report
		● Portfolio of evidence
		● Oral questions

5. Apply group discussion skills	5.1. Establishing rapport	• Written assessment
	5.2. Facilitating resolution of issues	• Practical
	5.3. Developing action plans	• Projects
	5.4. Group organization techniques	• Third party report
	5.5. Turn-taking techniques	• Portfolio of evidence
	5.6. Conflict resolution techniques	• Oral questions
Learning Outcome	**Content**	**Suggested Assessment Methods**
	5.7. Team-work	

Suggested Methods of Instruction

- Discussion
- Roleplaying
- Simulation
- Direct instruction
- Demonstration
- Field trips

Recommended Resources for 25 trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	**Learning Materials**			
1.	Charts	• Flip Charts • Rules and Regulations	5	1:5
2.	Report Writing Templates	Printed copies and softcopies	25	1:1
3.	Assorted Markers	whiteboard markers and permanent	5	1:5
4.	Samples Of CVS	Printed copies and softcopies	5	1:5

5.	External Storage Media	Flash disks, Compass Disks; Re-Writable	1	1:25
6.	Smartboard/Smart TV (Where Applicable)	LCD or projector	20	1:25
B	**Learning Facilities & Infrastructure**			
7.	Lecture/Theory Room	(9* 8 sq. metres)	1	1:25
8.	Workshop	(10* 15 sq. metres)	1	1:25
9.	Internet Connection	WI-FI, Dial-Up, Cable, Fixed-wireless,	1	1:25
C	**Consumable Materials**			
10.	Flashcards	Alphabet, Numbers, Math	25	1:1
11.	Printing Papers	Sizes A4, A3, A2 etc	5 reams	1:5
D	**Tools And Equipment**			
12.	Computers/Laptops	Any model	1	1:25
13.	Projector	LED.LCD, Laser	1	1:25
14.	Printer	Inkjet, LaserJet	1	:25
15.	Computers Software:	•Windows/Linux/Macintosh Operating System •Microsoft Office Software •Google Workspace Account Antivirus Software	1	1:1
16.	Whiteboard	Glass, melamine, porcelain	1	1:25
17.	Mobile Phones	Smartphones	5	1:5