



**REPUBLIC OF KENYA**

**COMPETENCY BASED MODULAR CURRICULUM FOR  
AIRPORT OPERATIONS KNQF LEVEL 6**

**(CYCLE 3)**

**PROGRAMME ISCED CODE: 1015 554 A**



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

## COMMUNICATION SKILLS

ISCED UNIT CODE: 003145102A

TVET CDACC UNIT CODE: LOG/CU/AO/BC/02/6/MA

### Relationship to Occupational Standards

This unit addresses the Unit of Competency: **Apply Communication Skills**

**Duration of Unit:** 40 Hours

### Unit Description

This unit encompasses the skills necessary for effective communication. It includes the utilization of various communication methods, such as written, non-verbal, oral, and group communication techniques.

### 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
<b>Total</b>		<b>40</b>

### 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 1.4 Factors to consider when selecting a channel of	<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 Assessment Methods
	communication 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 2.2 Elements of communication 2.3 Organization requirements for written communication	<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	3.1 Utilize body language and gestures 3.2 Apply body posture 3.4 Apply workplace dressing code	<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	4.1 Types of oral communication pathways 4.2 Effective questioning techniques 4.3 Workplace etiquette 4.4 Active listening	<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>
5. Apply Group Discussion Skills	5.1 Establishing rapport 5.2 Facilitating resolution of issues 5.3 Developing action plans 5.4 Group organization techniques 5.5 Turn-taking techniques 5.6 Conflict resolution techniques 5.7 Team-work	<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> </ul>

### Suggested Methods of Instruction

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

### Recommended Resources for 25 trainees

S/no.	Category/item	Description/specification	Quantity	Recommended ratio(item: trainee)
<b>A. Learning materials</b>				
1.	Case studies	Published case studies	5	1:5
2.	Business plan templates	Standard business plan templates	5	1:5
3.	Video clips	Digital types	25	1:25
4.	Newspapers and Handouts	Well reputed news papers	5	1:5
5.	Business Journals	Well reputed journals	5	1:5
<b>B. Learning facilities and infrastructure</b>				
1.	Lecture/theory room	72m <sup>2</sup>	1	1:25
2.	Whiteboard	4 feet by 8 feet	1	1:25
3.	Projector	LCD High resolution	1	1:25
4.	Computers	RAM: 8GB	25	1:25
5.	Printers	Ink Jet	2	1:13
6.	Smart TV	LCD	1	1:25
7.	Internet connection	Adequate speed		1:25
<b>C. Consumable materials</b>				
1.	Stationary materials	Pens, pencils, papers	Enough for 25	1:25
2.	Assorted whiteboard markers	Non-permanent	Enough for 25	1:25