REPUBLIC OF KENYA

COMPETENCY BASED MODULAR CURRICULUM

FOR

COMPUTER SCIENCE

KNQF LEVEL 6

(CYCLE 3)

PROGRAMME ISCED CODE: 0613 554 A.

TVET CDACC

P.O. BOX 15745-00100

NAIROBI

COMMUNICATION SKILLS

ISCED UNIT CODE: 0031 441 01A

TVET CDACC UNIT CODE: ICT/CU/ICTA/BC/01/5/MA

Duration of Unit: 40 hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

Unit Description

This unit covers the competencies required to apply communication skills. It involves the ability to: apply communication channels, written, non-verbal, oral, and group communication skills.

Summary of Learning Outcomes

Learning outcomes	Duration (hours)
1. Apply communication channels.	5
2. Apply written communication skills.	10
3. Apply non-verbal skills.	10
4. Apply oral communication skills.	5
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 1.2.1 Principles of effective communication 1.2 Channels/medium/modes of communication 1.2.2 Factors to consider 1.2.3 when selecting a channel of communication 1.2.4 Barriers to effective communication 1.3 Flow/patterns of communication 1.3.1 Sources of information 1.3.2 Organizational policies	• Oral questions • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
2. Apply written communication skills	2.1 Types of written communication 2.2 Elements of communication 2.3 Organization requirements for written communication	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report

3. Apply non-verbal communication skills	3.1 Utilize body language and gestures 3.2 Apply body posture 3.3 Apply workplace dressing code	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
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	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
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	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment

Suggested Methods of Instruction

- Roleplaying
- Simulation
- Field trips
- Viewing of related videos
- Demonstrations
- Online Training

- Group discussions.

- Instructor led facilitation using active learning strategies.

Recommended Resources for 25 trainees

S/No.	Category/Item	Description / Specifications	Quantity	Recommended Ratio (Trainee: Item)
A	**Learning Materials**			
1	Textbooks	Relevant to course content	5 pcs	5:1
2	PowerPoint Presentations	Training slides for instructional delivery	For trainer	N/A
3	Whiteboard Markers (Assorted)	Multi-colour, dry erase markers	2 packets	For trainer
4	e-Didactics	Digital teaching content	For trainer	N/A
5	Flashcards	Used for quizzes, terms, and concept reinforcement	25 sets	1:1 (or as required)
6	Flip Charts	For group work, brainstorming, and visual presentations	2 pads	1:13
7	Whiteboard	For instructional use	1 unit	Shared
B	**Learning Facilities & Infrastructure**			
8	Lecture/Theory Room	With furniture, ventilation, power points	1 room	25:1
C	**Consumable Materials**			
9	Printing Papers	A4 papers for handouts, assessments	1 ream	1:20

10	Toners	Compatible with printers in use	2 pcs	13:1
11	Internet	Broadband or Wi-Fi for research and online tools	1 connection	Shared
D	**Tools and Equipment**			
12	Projectors	For displaying teaching materials and multimedia content	1 unit	25:1
13	Printers	For printing training materials and trainee documents	4 units	6:1
14	Computers / Smartphones	For simulations, research, online assessments	25 units	1:1