



REPUBLIC OF KENYA

COMPETENCY BASED MODULAR CURRICULUM

FOR

ANALYTICAL CHEMISTRY TECHNOLOGY

KNQF LEVEL 6

(CYCLE 3) PROGRAMME ISCED CODE: 0531 554A



TVET CDACC
P.O. BOX 15745-00100 NAIROBI

COMMUNICATION SKILLS

ISCED UNIT CODE: 0031 541 06A

TVET CDACC UNIT CODE: ASC/CU/ACHEM/BC/02/6/MA

Relationship to Occupational Standards

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

Unit Duration: 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

S/No	Learning Outcomes	Duration (Hours)
1.	Apply communication channels	10
2.	Apply written communication skills	12
3.	Apply non-verbal communication 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 1.1.1 Principles of effective communication 1.2 Channels/medium/modes of communication 1.2.1 Factors to consider when selecting a channel of communication 1.2.2 Barriers to effective communication 1.3 Flow/patterns of communication 1.3.1 Sources of information 1.3.2 Organizational policies	<ul style="list-style-type: none"> • Observation • Portfolio of Evidence • Practical assessment • Oral questions • Written assessment
2. Apply written communication skills	2.1 Types of written communication 2.2 Written communication needs 2.3 Organization requirements for written communication	<ul style="list-style-type: none"> • Observation • Portfolio of Evidence • Practical assessment • Oral assessment • Written assessment
3. Apply non-verbal communication skills	3.1 Utilization of body language and gestures 3.2 Identification of body posture 3.3 Identification of workplace dressing code	<ul style="list-style-type: none"> • Observation • Portfolio of Evidence • Practical assessment • Oral assessment • Written assessment

Learning Outcome	Content	Suggested Assessment Methods
4. Apply oral communication skills	4.1 Types of oral communication pathways 4.2 Effective questioning techniques 4.3 Oral communication pathways 4.4 Review oral communication pathway 4.5 Maintain oral communication pathway 4.6 Workplace etiquette	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment
5. Apply group discussion skills	5.1 Group communication strategies <ul style="list-style-type: none"> 5.1.1 Language switch 5.1.2 Comprehension check 5.1.3 Repetition 5.1.4 Asking confirmation 5.1.5 Paraphrasing 5.1.6 Clarification request 5.1.7 Translation 5.1.8 Restructuring 5.1.9 Generalization 5.2 Establishment of rapport 5.3 Facilitation of resolution of issues 5.4 Develop action plans 5.5 Group organization techniques 5.6 Use of questing listening and non-verbal techniques 5.7 Turn-taking techniques 5.8 Conflict resolution techniques	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment

Learning Outcome	Content	Suggested Assessment Methods
	5.9 Team-work 5.10 Group communication challenges	

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