



**COMPETENCY BASED CURRICULUM
FOR
ELECTRICAL ENGINEERING (POWER OPTION)**

KNQF LEVEL: 6

ISCED PROGRAMME CODE: 0713 554B



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

COMMUNICATION SKILLS

UNIT CODE: ENG/CU/PO/BC/02/6/B

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

1. Apply communication channels.
2. Apply written communication skills.
3. Apply non-verbal skills.
4. Apply oral communication skills.
5. Apply group communication skills.

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication channels	<ul style="list-style-type: none">• Communication process• Principles of effective communication• Channels/medium/modes of communication• Factors to consider when selecting a channel of communication• Barriers to effective communication• Flow/patterns of communication• Sources of information• Organizational policies	<ul style="list-style-type: none">• Oral questions• Written assessment• Observation• Portfolio of Evidence• Practical assessment• Third party report

Learning Outcome	Content	Suggested Assessment Methods
2. Apply written communication skills	<ul style="list-style-type: none"> • Types of written communication • Elements of communication • Organization requirements for written communication 	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
3. Apply non-verbal communication skills	<ul style="list-style-type: none"> • Utilize body language and gestures • Apply body posture • Apply workplace dressing code 	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
4. Apply oral communication skills	<ul style="list-style-type: none"> • Types of oral communication pathways • Effective questioning techniques • Workplace etiquette • Active listening 	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
5. Apply group discussion skills	<ul style="list-style-type: none"> • Establishing rapport • Facilitating resolution of issues • Developing action plans • Group organization techniques • Turn-taking techniques • Conflict resolution techniques • Team-work 	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment

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
• 25 Desktop computers/laptops	Mobile phones	Flashcards
• Internet connection		Flip charts
• 1 Projector		2 packets of assorted colors of whiteboard marker pens
• 1 Printer		
• 1 Whiteboard		Printing papers
• Report writing templates		