

## IT COMMUNICATION SKILLS

**UNIT CODE: IT/CU/ICT/BC/01/5/B**

### Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

**Duration of Unit:** 55 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.
6. Apply job entry techniques.

### Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply communication channels	<ul style="list-style-type: none"><li>• Communication process</li><li>• Principles of effective communication</li><li>• Channels/medium/modes of communication</li><li>• Factors to consider when selecting a channel of communication</li><li>• Barriers to effective communication</li><li>• Flow/patterns of communication</li><li>• Sources of information</li><li>• Organizational policies</li></ul>	<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>
2. Apply written communication skills	<ul style="list-style-type: none"><li>• Types of written communication</li><li>• Elements of communication</li></ul>	<ul style="list-style-type: none"><li>• Oral assessment</li><li>• Written assessment</li><li>• Observation</li></ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>Organization requirements for written communication</li> </ul>	<ul style="list-style-type: none"> <li>Portfolio of Evidence</li> <li>Practical assessment</li> <li>Third party report</li> </ul>
3. Apply non-verbal communication skills	<ul style="list-style-type: none"> <li>Utilize body language and gestures</li> <li>Apply body posture</li> <li>Apply workplace dressing code</li> </ul>	<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	<ul style="list-style-type: none"> <li>Types of oral communication pathways</li> <li>Effective questioning techniques</li> <li>Workplace etiquette</li> <li>Active listening</li> </ul>	<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	<ul style="list-style-type: none"> <li>Establishing rapport</li> <li>Facilitating resolution of issues</li> <li>Developing action plans</li> <li>Group organization techniques</li> <li>Turn-taking techniques</li> <li>Conflict resolution techniques</li> <li>Team-work</li> </ul>	<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>
6. Apply job entry techniques	<ul style="list-style-type: none"> <li>Types of job opportunities               <ul style="list-style-type: none"> <li>Self employment</li> <li>Service provision</li> <li>product development</li> <li>salaried employment</li> </ul> </li> <li>Sources of job opportunities</li> <li>Resume/ curriculum vitae               <ul style="list-style-type: none"> <li>What is a CV</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Observation</li> <li>Oral assessment</li> <li>Portfolio of evidence</li> <li>Third party report</li> <li>Written assessment</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• How long should a CV be</li> <li>• What to include in a AC</li> <li>• Format of CV</li> <li>• How to write a good CV</li> <li>• Don'ts of writing a CV</li> <li>• Job application letter               <ul style="list-style-type: none"> <li>• What to include</li> <li>• Addressing a cover letter</li> <li>• Signing off a cover letter</li> </ul> </li> </ul> <p>Portfolio of Evidence</p> <ul style="list-style-type: none"> <li>• Academic credentials</li> <li>• Letters of commendations</li> <li>• Certification of participations</li> <li>• Awards and decorations</li> </ul> <p>Interview skills</p> <ul style="list-style-type: none"> <li>• Listening skills</li> <li>• Grooming</li> <li>• Language command</li> <li>• Articulation of issues</li> <li>• Body language</li> <li>• Time management</li> <li>• Honesty</li> <li>• Generally knowledgeable in current affairs and technical area</li> </ul>	

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