IT COMMUNICATION SKILLS

UNIT CODE: CT/CU/CS/BC/01/6/B

Relationship to Occupational Standards
This unit addresses the Unit of Competency: Apply IT Communication Skills

Duration of Unit: 60 hours

Unit Description
This unit covers the competencies required to apply communication skills. It involves applying communication channels, written, non-verbal, oral, group communication skills and job entry techniques.

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	• 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	• Oral questions • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report

Learning Outcome	Content	Suggested Assessment Methods
2. Apply written communication skills	• Types of written communication • Elements of communication • Organization requirements for written communication	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
3. Apply non-verbal communication skills	• Utilize body language and • gestures • Apply body posture • Apply workplace dressing code	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
4. Apply oral communication skills	• Types of oral communication pathways • Effective questioning techniques • Workplace etiquette • Active listening	• Oral assessment • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report
5. Apply group discussion skills	• Establishing rapport • Facilitating resolution of issues • Developing action plans • Group organization techniques • Turn-taking techniques • Conflict resolution techniques • Team-work	• Oral assessemnt • Written assessment • Observation • Portfolio of Evidence • Practical assessment

6. Apply job entry techniques	• Types of job opportunities
	   • Self employment
	   • Service provision
	   • product development
	   • salaried employment
		• Observation
		• Oral assessment
		• Portfolio of evidence
		• Third party report
		• Written assessment

Learning Outcome	Content	Suggested Assessment Methods
	• Sources of job opportunities • Resume/ curriculum vitae - What is a CV - How long should a CV be - What to include in a AC - Format of CV - How to write a good CV - Don'ts of writing a CV • Job application letter - What to include - Addressing a cover letter - Signing off a cover letter Portfolio of Evidence - Academic credentials - Letters of commendations - Certification of participations - Awards and decorations Interview skills - Listening skills - Grooming - Language command - Articulation of issues - Body language - Time management - Honesty • Generally knowledgeable in current affairs and technical area	

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 • 1 Printer		2 packets of assorted colors of whiteboard marker pens
• 1 Whiteboard		Printing papers
• Report writing templates		