COMMUNICATION SKILLS

ISCED UNIT CODE: 0031 551 11A

TVET CDACC UNIT CODE: HOS/CU/FBO/BC/02/5/MA

Relationship with Occupational Standards

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

DURATION OF UNIT: 40 HOURS

UNIT DESCRIPTION

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply Communication Skills. It involves applying communication channels, written communication skills, non-verbal skills, oral communication skills and group communication skills.

Summary of learning outcomes

By the end of this unit, the learner should be able to:

S/No	Learning Outcomes	Duration (Hours)
1.	Apply communication channels.	05
2.	Apply written communication skills.	05
3.	Apply non-verbal skills.	10
4.	Apply oral communication skills.	10
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 Principles of effective communication 1.3 Channels/medium/modes of communication 1.4 Factors to consider when selecting a channel of communication	• Oral questions • Written assessment • Observation • Portfolio of Evidence • Practical assessment • Third party report

Learning outcome	Content	Suggested Assessment Methods
	1.5 Barriers to effective communication 1.6 Flow/patterns of communication 1.7 Sources of information 1.8 Organizational policies	
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

- Discussion
- Roleplaying
- Simulation
- Direct instruction

- Demonstration
- Field trips

RECOMMENDED RESOURCES FOR 30 TRAINEES

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	Learning materials			
	Textbooks	Comprehensive texts books on Communication Skills	30 pcs	1:1
	Mobile Phones	Smartphone for use by trainees	30 pcs	1:1
	Internet connection	Internet connection to aid communication between trainees		
	PowerPoint Presentations	For trainer's use, covering course content and practical applications	1	1:30
	Projector	Functional projector for displaying content during presentations	1	1:30
	White board	Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction	1	1:30
	Printer	An ink-jet, laser-jet or toner-cartridge printer for printing notes, instructions and working drawings	1	1:30
	Templates	Templates for creating various documents e.g. CV, Cover Letter, minutes, reports etc.	30	1:1
B	Learning facilities & Infrastructure			
	Lecture/Theory Room /Learning resource Area*	Spacious, equipped with projectors and Seats for 30 trainees, approximately 45 sqm (5 m x 9 m)	1	1:30
	Computer Laboratory	Equipped with at least 30 functional computers with internet connectivity and the following software:	30	1:1

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
		Windows/ Linux/ Macintosh Operating System Microsoft Office Software Google Workspace Account Antivirus Software		
C	Consumable Materials			
	Printing Papers	A4 and A3 Printing papers suitable for the task	Enough	
	Flashcards	For carrying out various activities by trainees	Enough	
	Flipcharts	Sufficient for group work activities and displaying	Enough	
	Whiteboard Marker Pens	Dry-erase markers for trainers use. Assorted colors	Enough	