

BASIC UNITS OF COMPETENCY

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COMMUNICATION SKILLS

UNIT CODE: EE/CU/ET/BC/01/3

Relationship to Occupational Standards

This unit addresses the unit of competency: Demonstrate communication skills.

Duration of Unit: 15 Hours

Unit Description

This unit describes the competencies required to gather, interpret and convey information in response to workplace requirements.

Summary of Learning Outcomes

1. Obtain and convey workplace information
2. Speak English at a basic operational level
3. Participate in workplace meetings and discussions
4. Complete relevant work related documents

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Obtain and convey workplace information	<ul style="list-style-type: none">• Communication process• Modes of communication	<ul style="list-style-type: none">• Written• Oral questioning• Observation

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Medium of communication □ Effective communication □ Barriers to communication □ □ Flow of communication • Sources of information • Types of questions • Organizational policies • Workplace etiquette • Ethical work practices in handling communication 	

2. Speak English at a basic operational level	<input type="checkbox"/> English grammar ○ Nouns ○ Verbs ○ Adjectives ○ Adverbs ○ Pronouns	<ul style="list-style-type: none"> • Written • Oral • Role play
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Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> ○ Prepositions <input type="checkbox"/> English speaking <ul style="list-style-type: none"> ○ Pronunciation ○ Simple conversations • Taking verbal instructions • Reading and writing in English • Forms of expression in English 	
3. Participate in workplace meetings and discussions	<ul style="list-style-type: none"> • Nature of workplace meetings. • Meeting protocols • Workplace interactions 	<ul style="list-style-type: none"> • Oral questioning • Observation • Written tests

4. Complete relevant workrelated documents	<ul style="list-style-type: none"> • Types and purposes of workplace documents and forms • Methods used in filling forms and documents • Recording workplace data 	<ul style="list-style-type: none"> • Written tests • Oral questioning • Observation
Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Process of distributing workplace forms and documents • Report writing. • Types of workplace reports 	

Suggested Delivery Methods

- Discussion
- Role play
- Brainstorming
- Viewing of related videos

Recommended Resources

- Desktop computers/laptops
- Projectors

- Report writing templates
- Pens

- Note books

NUMERACY SKILLS

UNIT CODE: EE/CU/ET/BC/02/3

Relationship to Occupational Standards

This unit describes the competencies required by a worker in order to competently identify and undertake simple numerical processes.

Duration of Unit: 15 Hours

Unit Description

This unit describes the competencies required by a worker in order to competently identify and undertake simple numerical processes.

Summary of Learning Outcomes

1. Use whole numbers and money up to one hundred thousand for work.
2. Locate, compare and use highly familiar measurement for work.
3. Use highly familiar maps and diagrams for work.
4. Identify and use some common 2D shapes for work.