

COMMUNICATION SKILLS

ISCED UNIT CODE: 0031 441 02A

TVET CDACC UNIT CODE: DA/CU/PM/BC/02/5/MA

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

Duration: 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

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

S/No	Learning Outcomes	Duration (Hours)
1.	Apply communication channels.	10
2.	Apply written communication skills.	12
3.	Apply non-verbal skills.	4
4.	Apply oral communication skills.	4
	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 1.5 Barriers to effective communication	<ul style="list-style-type: none">• Oral questions• Written assessment• Portfolio of Evidence• Practical assessment• Third party report

Learning Outcome	Content	Suggested Assessment Methods
	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	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Portfolio of Evidence • Practical assessment • Third party report
3. Apply non-verbal communication skills	3.1 Utilize body language and 3.2 Gestures 3.3 Apply body posture 3.4 Apply workplace dressing code	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Portfolio of Evidence • Practical assessment • Third party report
4. Apply oral communication skills	5.1 Types of oral communication pathways 5.2 Effective questioning techniques 5.3 Workplace etiquette 5.4 Active listening	<ul style="list-style-type: none"> • Oral assessment • Written assessment • Portfolio of Evidence • Practical assessment • Third party report
5. Apply group discussion skills	5.1 1 Establishing rapport 5.1 2 Facilitating resolution of issues 5.1 3 Developing action plans 5.1 4 Group organization techniques 5.1 5 Turn-taking techniques 5.1 6 Conflict resolution techniques 5.1 7 Team-work	<ul style="list-style-type: none"> • Practical • Portfolio of Evidence • Oral assessment • Written assessment

Suggested Methods of Instruction

- Practical
- Demonstrations
- Project

- Group discussion
- Direct instruction

Recommended Resources for 25 trainees

S/no.	Category/item	Description/specification	Quantity	Recommended ratio(item: trainee)
A. Learning materials				
1.	Report writing templates	Digital report template	5	1:5
2.	Flashcards	Educational flash cards	5	1:5
3.	Flip charts	Educational flip charts	5	1:5
B. Learning facilities and infrastructure				
1.	Lecture/theory room	72m ²	1	1:25
2.	Whiteboard	4 feet by 8 feet	1	1:25
3.	Projector	LCD High resolution	1	1:25
4.	Computers	RAM: 8GB	25	1:25
5.	Printers	Ink Jet	2	1:13
C. Consumable materials				
1.	Printing Papers	A4	Enough for 25	1:25
2.	Assorted whiteboard markers	Non-permanent	Enough for 25	1:25
D. Tools and equipment				
1.	Mobile phones	Functioning smart phone	Enough for 25	1:25