

VARIABLE	RANGE
13. Data protection and privacy may include but not limited to:	<ul style="list-style-type: none"> <li>• Confidentiality of data/information</li> <li>• Integrity of data/information</li> <li>• Availability of data/information</li> </ul>
14. Internet security threats may include but not limited to:	<ul style="list-style-type: none"> <li>• Malware attacks</li> <li>• Social engineering attacks</li> <li>• Software supply chain attacks</li> <li>• Advanced persistent threats (APT)</li> <li>• Distributed denial of service (DDoS)</li> <li>• Man-in-the-middle attack (MitM)</li> <li>• Password attacks</li> <li>• IoT Attacks</li> <li>• Phishing Attacks</li> <li>• Ransomware</li> </ul>
15. Security threats control measures may include but not limited to:	<ul style="list-style-type: none"> <li>• Counter measures against cyber terrorism</li> <li>• Physical Controls</li> <li>• Technical/Logical Controls</li> <li>• Operational Controls</li> </ul>
16. Online job platforms may include but are not limited to:	<ul style="list-style-type: none"> <li>• Remotask</li> <li>• Data annotation.tech</li> <li>• Cloudworker</li> <li>• Upwork</li> <li>• Oneforma</li> <li>• Appen</li> </ul>
17. Job opportunities may include but not limited to:	<ul style="list-style-type: none"> <li>• Self-employment</li> <li>• Service provision</li> <li>• product development</li> <li>• salaried employment</li> </ul>
18. Certificates and testimonials may include but not limited to:	<ul style="list-style-type: none"> <li>• Academic credentials</li> <li>• Letters of previous employments/ services rendered</li> <li>• Letters of commendation</li> </ul>

VARIABLE	RANGE
	<ul style="list-style-type: none"> <li>• Certifications of participation</li> <li>• Awards</li> </ul>
19. Interview skills may include but not limited to:	<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>

## REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

### Required knowledge

The individual needs to demonstrate knowledge of:

- Computer Hardware and Software Concepts
- Computer Security Concepts (Data security and privacy)
- Cyber security threats and control measures
- Understanding Computer Crimes
- Detection and protection against computer crimes
- Laws governing protection of ICT in Kenya
- Digital Identity Management
- Netiquette Principles
- Fundamentals of Copyright and Licenses
- Word processing;
  - Functions and concepts of word processing;
  - Documents and tables creation and manipulations;

- Document editing;
- Document formatting;
- Word processing utilities
- Spreadsheets;
  - Meaning, types and importance of spreadsheets;
  - Components of spreadsheets;
  - Functions, formulae, and charts, uses and layout;
  - Data formulation, manipulation and application to cells;
  - Editing & formatting spreadsheets;
- Presentation Packages;
  - Types of presentation Packages.
  - Creating, formulating, running, editing, printing and presenting slides and handouts
- Networking and Internet;
  - Internet connectivity.
  - Browser and digital content management;
  - Managing data, information, and digital content
  - Electronic mail and World Wide Web
- Fundamentals of Online Working;
  - Online Profile Management;
  - e-Portfolio Management;
  - Online Jobs Bidding;
  - Online Payment Systems;
- Job entry techniques
  - Job searching sites
  - Interview preparation skills
  - Interview handling

## **Required skills**

The individual needs to demonstrate the following skills:

- Active listening

- Keyboard Skills
- Mouse Skills
- Analytical skills
- Creativity
- Interpretation Skills
- Communication
- Spreadsheet operations (applying fundamental operations such as addition, subtraction, division and multiplication)
- Computer Use Safety Skills
- Document Editing Skills
- Document Formatting Skills
- Document Printing Skills
- Netiquette Skills
- Internet Browsing Skills
- Problem Solving Skills
- Online Collaboration Skills
- Cybersecurity Skills
- CV writing
- Grooming

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## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge, and skills range.

1. Critical aspects of competency	<p><b><i>Assessment requires evidence that the candidate:</i></b></p> <p>1.1.Operated computer devices as per workplace policies and regulations.</p> <p>1.2.Solved tasks using the office suite as per workplace policies and regulations.</p> <p>1.3.Manage data and information as per workplace policies and regulations.</p> <p>1.4.Performed online communication and collaboration as per</p>
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	<p>workplace policies and regulations.</p> <p>1.5.Applied cybersecurity skills in accordance with workplace policies and regulations.</p> <p>1.6.Executed online tasks according to the job requirements.</p> <p>1.7.Searched for job opportunity based on competencies.</p> <p>1.8.Prepared job requirement documentations based on job opportunity.</p> <p>1.9.Demonstrated interview skills based on the job opportunity.</p>
2. Resource implications	<p>The following resources should be provided:</p> <p>2.1 Appropriately simulated environment where assessment can take place.</p> <p>2.2 Access to relevant work environments where assessment can take place.</p> <p>2.3 Resources relevant to the proposed activities or task.</p>
3. Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Practicals</p> <p>3.2 Oral assessment</p> <p>3.3 Portfolio of evidence</p> <p>3.4 Third party report</p> <p>3.5 Written assessment</p> <p>3.6 Projects</p>
4. Context of assessment	<p>This Competency may be assessed:</p> <p>4.1 Workplace or simulated workplace.</p>
5. Guidance information for assessment	<p>5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.</p>

## APPLY COMMUNICATION SKILLS

**UNIT CODE:** 0031 441 02 A

**TVET CDACC UNIT CODE:** AGR/CU/AP/BC/02/5/MA

### **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.

### **ELEMENTS AND PERFORMANCE CRITERIA**

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
These describe the key outcomes that make up workplace function	These are assessable statements that specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Apply communication channels	1.1 Specific communication channels are identified and applied based on workplace requirements. 1.2 Challenges are identified and addressed as per the operational standards of the organization. 1.3 Communication channels are evaluated to meet workplace needs.
2. Apply written communication skills	2.1 Types of written communication are identified and applied according to the workplace requirements. 2.2 Written communication needs are identified and implemented according to workplace procedures. 2.3 Written communication guidelines are analyzed, evaluated, and revised based on workplace needs.
3. Apply non-verbal communication skills	3.1 Existing non-verbal communication techniques are identified and applied based on organization policy. 3.2 Non-verbal communication techniques are articulated and modeled to enhance inclusivity according to workplace requirements.
4. Apply oral	4.1 Types of oral communication are identified and established as

communication skills	<p>per organization policy.</p> <p>4.2 Pathways of oral communication are identified and established as per organization policy.</p> <p>4.3 Pathways of oral communication are reviewed according to organization procedures.</p> <p>4.4 Pathways of oral communication are maintained according to the organization standards.</p>
5. Apply group communication skills	<p>5.1 Group communication strategies are applied based on the workplace needs.</p> <p>5.2 Groups are organized in accordance with workplace procedures.</p> <p>5.3 Effective questioning, listening and non-verbal communication techniques are used as per needs.</p> <p>5.4 Group communication challenges are identified and addressed according to the workplace needs.</p>

## RANGE

This section provides the work environment and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Communication strategies may include but are not limited to:	<ul style="list-style-type: none"> <li>• Language switch</li> <li>• Comprehension check</li> <li>• Repetition</li> <li>• Asking confirmation</li> <li>• Paraphrasing</li> <li>• Clarification request</li> <li>• Translation</li> <li>• Restructuring</li> <li>• Generalization</li> </ul>
2. Effective group interaction may include but not	<ul style="list-style-type: none"> <li>• Identifying and evaluating what is occurring within an interaction in a non-judgmental way.</li> </ul>

<b>Variable</b>	<b>Range</b>
limited to:	<ul style="list-style-type: none"> <li>• Using active listening.</li> <li>• Making decision about appropriate words, behavior.</li> <li>• Putting together response which is culturally appropriate.</li> <li>• Expressing an individual perspective.</li> <li>• Expressing own philosophy, ideology and background and exploring impact with relevance to communication</li> </ul>
3. Situations may include but are not limited to:	<ul style="list-style-type: none"> <li>• Establishing rapport</li> <li>• Eliciting facts and information</li> <li>• Facilitating resolution of issues</li> <li>• Developing action plans</li> </ul>

## **REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

### **Required Skills**

The individual needs to demonstrate the following skills:

- Active listening
- Interpretation
- Negotiation
- Writing
- Oral skills
- Creative thinking
- Critical thinking
- Decision making
- Analytical
- Innovation
- Conflict skills
- Leadership
- Problem solving skills
- Management