

COMMUNICATION SKILLS

UNIT CODE: CON/CU/BUT/BC/01/5

UNIT DURATION: 70 Hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply Communication Skills

Unit Description

This unit describes knowledge, skills and attitudes required to apply general aspects of communication, communicate through verbal, written, on-verbal and visual and audio-visual media, conduct interviews and conduct technology in communication.

Summary of Learning Outcomes

1. To Apply general aspects of communication
2. To Communicate through verbal medium
3. To Communicate through written medium
4. To Communicate through non-verbal medium
5. To Communicate through visual and audio-visual media
6. To Conduct interviews
7. To Apply technology in communications

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Apply general aspects of communication	<ul style="list-style-type: none">• Meaning of communication• Objectives of communication• Communication process• Principles of communication• Effective communication• Barriers to communication• Channels of communication• Workplace etiquette• Ethical work practices in handling communication	<ul style="list-style-type: none">• Observation• Oral questioning• Portfolio of evidence• Interviews• Third party report• Written tests

<p>2. Communicate through verbal medium</p>	<ul style="list-style-type: none"> • Meetings • Speeches • Briefings • Interviews • Discussions • Conversations 	<ul style="list-style-type: none"> • Observation • Oral questioning • Portfolio of evidence • Interviews • Third party report • Written tests
<p>3. Communicate through written medium</p>	<ul style="list-style-type: none"> • Business letters • Minutes • Memos • CV • Circulars • Reports • Notices • Speeches • Advertisements • Press releases • Memorandum of Understandings (M.O.U.s) • Quotations • Client contracts • Resource requisitions and checklist forms • Invoices 	<ul style="list-style-type: none"> • Observation • Oral questioning • Portfolio of evidence • Interviews • Third party report • Written tests
<p>4. Communicate through non-verbal medium</p>	<ul style="list-style-type: none"> • Body language • Dressing code • Signs, symbols and signals • Colour codes 	<ul style="list-style-type: none"> • Observation • Oral questioning • Portfolio of evidence • Interviews • Third party report • Written tests
<p>5. Communicate through visual and audio-visual media</p>	<ul style="list-style-type: none"> • Pictures and posters • Demonstrations • Graphical presentations 	<ul style="list-style-type: none"> • Observation • Oral questioning • Portfolio of evidence • Interviews • Third party report • Written tests
<p>6. Conduct interviews</p>	<ul style="list-style-type: none"> • Preparation for interview • interview techniques 	<ul style="list-style-type: none"> • Observation • Oral questioning

	<ul style="list-style-type: none"> • Records of interviews 	<ul style="list-style-type: none"> • Portfolio of evidence • Interviews • Third party report • Written tests
7. Apply technology in communication	<ul style="list-style-type: none"> • Emails • Online meetings • Social media platforms. • Text messages • Digital presentations. 	<ul style="list-style-type: none"> • Observation • Oral questioning • Portfolio of evidence • Interviews • Third party report • Written tests

Suggested Methods of Instruction

- Role playing
- Viewing of related videos
- Discussion
- Direct Instruction

Recommended Resources for 25 Trainees

- 25 Desktop computers/laptops
- Internet connection
- 2 Projectors
- 5 Telephone
- 5 boxes Assorted Flash Cards
- 5 Whiteboards
- 5 rolls Flip Charts
- Assorted colour of whiteboard markers
- 1 invoice book