

## COMMUNICATION SKILLS

**UNIT CODE: CON/CU/CAJ/BC/01/4/A**

### **Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Communication Skills

**Duration of Unit:** 20 Hours

### **Unit Description**

This unit covers the competencies required demonstrate communication skills. It involves obtaining and conveying workplace information, completing relevant work-related documents, communicating information about workplace processes, leading workplace discussion and communicating workplace issues.

### **Summary of Learning Outcomes**

1. Obtain and convey workplace information
2. Complete relevant work-related documents
3. Communicate information about workplace processes
4. Lead workplace discussions
5. Identify and communicate issues arising in the workplace

### **Learning Outcomes, Content and Suggested Assessment Methods**

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
1. Obtain and convey workplace information	<ul style="list-style-type: none"><li>• Communication process</li><li>• Modes of communication</li><li>• Medium of communication</li><li>• Effective communication</li><li>• Barriers to communication</li><li>• Flow of communication</li><li>• Sources of information</li><li>• Types of questions</li><li>• Organizational policies</li><li>• Workplace etiquette</li><li>• Ethical work practices in handling communication</li></ul>	<ul style="list-style-type: none"><li>• Interview</li><li>• Third party reports</li></ul>

<p>2. Complete relevant work-related documents</p>	<ul style="list-style-type: none"> <li>• Types and purposes of workplace documents and forms</li> <li>• Methods used in filling forms and documents</li> <li>• Recording workplace data</li> <li>• Process of distributing workplace forms and documents</li> <li>• Report writing</li> <li>• Types of workplace reports</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• Third party reports</li> </ul>
<p>3. Communicate information about workplace processes</p>	<ul style="list-style-type: none"> <li>• Communication process</li> <li>• Modes of communication</li> <li>• Medium of communication</li> <li>• Effective communication</li> <li>• Barriers to communication</li> <li>• Flow of communication</li> <li>• Sources of information</li> <li>• Organizational policies</li> <li>• Organization requirements for written and electronic communication methods</li> <li>• Report writing</li> <li>• Effective questioning techniques (clarifying and probing)</li> <li>• Workplace etiquette</li> <li>• Ethical work practices in handling communication</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• Portfolio</li> </ul>
<p>4. Lead workplace discussion</p>	<ul style="list-style-type: none"> <li>• Methods of discussion e.g. <ul style="list-style-type: none"> <li>✓ Coordination meetings</li> <li>✓ Toolbox discussion</li> <li>✓ Peer-to-peer discussion</li> </ul> </li> <li>• Solicitation of response</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• Third party reports</li> </ul>
<p>5. Identify and communicate issues</p>	<ul style="list-style-type: none"> <li>• Identification of problems and issues</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• Portfolio</li> </ul>

<p>arising in the workplace</p>	<ul style="list-style-type: none"> <li>• Organizing information on problems and issues</li> <li>• Relating problems and issues</li> <li>• Communication barriers affecting workplace discussions</li> </ul>	
---------------------------------	---	--

**Suggested Methods of Instruction**

- Direct instruction
- Demonstration
- Practice assignment
- Discussion
- Role play
- Brainstorming

**Recommended Resources**

- Desktop computers/laptops
- Internet connection
- Projectors
- Telephone
- Report writing templates

easytvvet.com

## NUMERACY SKILLS

**UNIT CODE: CON/CU/CAJ/BC/02/4/A**

### **Relationship to Occupational Standards:**

This unit addresses the Unit of Competency: Demonstrate Numeracy Skills

**Duration of Unit:** 25 hours

### **Unit Description**

This unit covers the competencies required to demonstrate numeracy skills. It involves identifying and using whole numbers and simple fractions, decimals and percentages for work, identifying, measuring and estimating familiar quantities for work, reading and using familiar maps, plans and diagrams for work, identifying and describing common 2D and some 3D shapes for work, constructing simple tables and graphs for work using familiar data and identifying and interpreting information in familiar tables, graphs and charts for work.

### **Summary of Learning Outcomes**

1. Identify and use whole numbers and simple fractions, decimals and percentages for work
2. Identify, measure and estimate familiar quantities for work
3. Read and use familiar maps, plans and diagrams for work
4. Identify and describe common 2D and some 3D shapes for work
5. Construct simple tables and graphs for work using familiar data
6. Identify and interpret information in familiar tables, graphs and charts for work

### **Learning Outcomes, Content and Suggested Assessment Methods**

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
1. Identify and use whole numbers and simple fractions, decimals and percentages for work	<ul style="list-style-type: none"><li>• Whole numbers</li><li>• Simple fractions</li><li>• Decimals</li><li>• Percentages</li><li>• Sizes</li><li>• Problem solving methods</li><li>• Calculations using the 4 operations</li></ul>	<ul style="list-style-type: none"><li>• Written</li><li>• Practice assignments</li></ul>