

COMMUNICATION SKILLS

UNIT CODE: FAS/CU/FD/BC/01/3/A

Relationship to Occupational Standards

This unit addresses the unit of competency: Demonstrate communication skills

Duration of Unit: 15 hours

Unit Description

This unit specifies the competencies required to demonstrate communication skills. It involves, obtaining and conveying workplace information, speaking English at a basic operational level, participating in workplace meetings and discussions and completing relevant work-related documents.

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• 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	<ul style="list-style-type: none">• Written• Oral questioning• Observation
2. Speak English at a basic operational level	<ul style="list-style-type: none">• English grammar	<ul style="list-style-type: none">• Written• Oral

	<ul style="list-style-type: none"> ○ Nouns, verbs, adjectives, adverbs, pronouns prepositions ● English speaking <ul style="list-style-type: none"> ○ Pronunciation ○ Simple conversations ● Taking verbal instructions ● Reading and writing in English ● Forms of expression in English 	<ul style="list-style-type: none"> ● Role play
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 work-related 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 ● Process of distributing workplace forms and documents ● Report writing ● Types of workplace reports 	<ul style="list-style-type: none"> ● Written tests ● Oral questioning ● Observation

Suggested Methods of Instruction

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

Recommended Resources

- Desktop computers/laptops
- Projectors
- Report writing templates
- Pens
- Note books