

BUSINESS COMMUNICATION

UNIT CODE: HRM/CU/BUS/CR/05/6/A

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Undertaking business communication

Duration of Unit: 110 Hours

Unit Description

This unit specifies the competencies required to undertake business communication. It involves handling correspondences, maintaining human resource records, aligning response time to service charter, safeguarding confidentiality of information, managing communication on social media platforms, managing meeting and report writing at the work place

Summary of Learning Outcomes

1. Handling workplace correspondances
2. Maintaining human resource records
3. Aligning response time to service charter and/ or organizational practices and procedures
4. Safeguarding confidentiality of information
5. Managing communication on social media platforms
6. Managing work place meetings
7. Write work place reporting

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Handling workplace correspondances	<ul style="list-style-type: none">• Introduction to correspondence• Types of correspondences• Record keeping• Correspondence handling procedures• Principles of effective communication• Barriers of effective communication	<ul style="list-style-type: none">• Written tests• Observation• Oral questions• Third party report•

Learning Outcome	Content	Suggested Assessment Methods
2. Maintaining human resource records	<ul style="list-style-type: none"> • Introduction to human resource record • Types of human resource records • Record management • Importance of records keeping 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report
3. Aligning response time to service charter and/or organizational practices and procedures	<ul style="list-style-type: none"> • Introduction to service charter • Importance of service charter • 	<ul style="list-style-type: none"> • Oral questioning • Observation • Written report •
4. Safeguarding confidentiality of information	<ul style="list-style-type: none"> • Introduction to confidentiality • Importance of confidentiality • Classification of information • Methods of securing information • Challenges of safeguarding confidentiality in human resource communication • Advantages and disadvantages of safeguarding confidentiality. 	<ul style="list-style-type: none"> • Oral questioning • Observation • Written report
5. Managing communication on social media platforms	<ul style="list-style-type: none"> • Introduction to social media platforms • Importance/uses of social media platforms in an organization • Social media ethical issues • Social media monitoring tools • Advantages and disadvantages of social media platforms 	<ul style="list-style-type: none"> • Oral questioning • Observation • Written questions • Project
6. Managing work place meetings	<ul style="list-style-type: none"> • Introduction to minute taking • Types of meetings • Structure of meetings <ul style="list-style-type: none"> • Notice • Agenda • Preparation of other relevant documents 	<ul style="list-style-type: none"> • Oral questioning • Observation • Oral presentation • Written report • Project

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Minute formats 	
7. Reporting writing	<ul style="list-style-type: none"> • Introduction to report writing • Importance of reports in human resource function • Forms and types of reports • Reports formats • Reports preparation 	<ul style="list-style-type: none"> • Oral questioning • Observation • Written report • Project

Suggested Methods of instructions

- Instructor led facilitation of theory
- Demonstration by trainer
- Practical work by trainee
- Viewing of related videos
- Project
- Group discussions

Recommended Resources

- Office stationeries
- Computers and computer software
- Printers
- Projectors

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