



HCT

Progressive, Innovative & Interactive Training



Communications

LEVEL 5



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Progressive, Innovative & Interactive Training



QQI AWARD

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Communications QQI 5N0690 and G20001

Programme Aim: to provide learners with the opportunity to develop the knowledge, skills and competencies necessary to gain an insight into and develop effective communication by learning the different levels of listening, being educated in reading, understanding body language and being able to demonstrate a range of verbal communication styles to express meaning and messages more effectively. On completion participants will have acquired the skills and confidence to convey and interpret meaning which will allow them to demonstrate excellent communication skills including verbally, visually, listening, reading and writing.

Participants of this programme will:

- Develop an awareness of essential communication required in human interaction and interactions
- Acquire communication skills relevant to vocational and personal development
- Understand the communicative principles and practices involved in gathering and relaying information
- Acquire the skills and confidence to convey and interpret meaning, in writing orally and visually
- Develop a critical awareness of communication messages and media
- Explore the use of modern communication and information technologies

Programme Content

- Analyse a range of current issues in communication and information technologies
- Use appropriate non verbal and visual communication in personal and work settings including one to ones and group or team situations
- Using verbal skills in a range of settings including presentations, team meetings and interviews
- Reading techniques to include skimming, obtaining an over view, indentifying key points, critical evaluations and in-depth analysis
- Learn a range of drafting, proofreading and editing skills
- Provide effective feedback, within the correct assertive manner

Specific Support Available

A range of accommodations and supports are possible according to specific needs. This programme comes with a very comprehensive manual as an excellent source of reference after the programme

Programme level	This programme leads to a Level 5 on the National Framework of Qualifications
Progression and Credit Value	A major award in Office Administration, This programme is worth 1 Credit of 8 to achieve a Major Award
Duration	This programme will run for 6 contact days depending on the project and will require participants to complete some work in their own time
Who should attend this course	People seeking skills in or are looking to gain formal qualification in Effective Communication Skills
Required fluency in generic skills	Learners entering a programme leading towards an award at Level 5 will usually be proficient at reading, drafting, preparing and understanding information across a broad range of topics, including quantitative information. Learners may solve predictable problems well, independently and as part of a group. Learners participate well in a chosen area of expertise, using a range of tools and procedures, responsibly and autonomously.
QQI Assessment	Participants who wish to achieve a QQI Component Certificate must complete 50% Portfolio/ Collection of Work and 50% Skills Demonstration
Resources Required in Order to Successfully Complete the Module	Some personal learning / study time will be required from participants. Programme packs, Assessment Briefs and some equipment will be provided as a part of the programme
Specific Entry/Access & Exemptions required	A learner seeking entry to a programme leading to awards at level 5 does not need a previous formal qualification. HCT would highly recommend that learners have achieved some certification at Level 4 or have relevant work/life experience

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