



HCT

Progressive, Innovative & Interactive Training



Communication

LEVEL 4





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QQI AWARD

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Communications 4N0689

Programme Aim: The purpose of this award is to equip the learner with the relevant knowledge, skill and competence to communicate verbally and non-verbally in routine everyday tasks, and in work related tasks while under supervision. Throughout the programmes learners will be required to demonstrate a range of communication skills including writing, reading, visual and practical skills including presentation, group meeting and interviews. On completion learners will have enhanced their communication skills and will be more confident. Also interpersonal communications skills to include body language, questioning techniques and verbal communication skills within a business and personal setting will be enhanced

Participants of this programme will:

- Explain some impacts of current communications and information technologies on learning activities, social and work life
- Outline elements of legislation that must be observed in a personal and/or work context
- Communicate a range of messages effectively using visual aids and non-verbal communication tools and strategies
- Interpret images, to include work-related and personal
- Plan for clear communication

Programme Content

- Writing skills including structure report, formatting, drafting, proofing and editing skills
- Layout and presentation skills used
- Demonstrate listening skills for a range of purposes
- Reading techniques to extract main fact, key points and provide bias evaluation
- Interpret images— providing ideas, concepts and opinions
- Presentation skills
- Group meetings
- Interview skills

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 4 on the National Framework of Qualifications
Progression and Credit Value	Major award in Employment Skills 4M0857, this programme is worth 15 Credits towards the above major award
Duration	This programme will run for 5 contact days and will require participants to complete some work in their own time
Who should attend this course	People looking to improve their writing, reading and interpersonal communication skills
Required fluency in generic skills	Learners entering programmes leading to awards at level 4 will usually be comfortable reading, drafting, preparing and understanding personally relevant information, including quantitative information. Learner will also be capable of solving familiar problems well, independently and as part of a group
QQI Assessment	Participants who wish to achieve a QQI Component Certificate must complete 50% Skills Demonstration and 50% Collection of Work
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 4 does not need a previous formal qualification. Some learners may have achieved some certification at level 3 and we would recommend they have life or work experience within the chosen programme sector

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