



# HCT

Progressive, Innovative & Interactive Training



## Communications

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, skills, and competence to communicate verbally and non-verbally in routine everyday tasks, and in work related tasks while under supervision. Throughout the programme learners will be required to demonstrate a range of communication skills including writing, reading, visual and practical skills including a presentation, a group meeting and an interview. On completion, learners will have enhanced their communication skills and will gain more confidence. 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
- Demonstrating listening skills for a range of purposes
- Reading techniques to extract main facts, 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

<b>Programme level</b>	This programme leads to a Level 4 on the National Framework of Qualifications
<b>Progression and Credit Value</b>	This programme is worth 15 Credits towards a major award in Employment Skills 4M0857. Learners can transfer to another programme. HCT must be notified on day one of the programme that you wish to transfer free of charge, after day one the fees for the new programme will apply
<b>Duration</b>	This programme will run for 6 contact days and will require participants to complete some work in their own time
<b>Who should attend this course</b>	People looking to improve their writing, reading, and interpersonal communication skills
<b>Required fluency in generic skills</b>	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
<b>QQI Assessment</b>	Participants who wish to achieve a QQI Component Certificate must complete 50% Skills Demonstration and 50% Collection of Work
<b>Resources Required in Order to Successfully Complete the Module</b>	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
<b>Specific Entry/Access &amp; Exemptions required</b>	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. Recognition of Prior Learning may be considered to gain access without having certification entry requirements, to gain exception within a programme, attain an award based on experience which they don't hold formal qualification in, contact our office for more information

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