

Award in Communication Skills

Applying for this course:

Individuals who completed compulsory schooling up to 65 years of age and who hold a MQF level 2 qualification OR have at least 3 years' work experience can apply for this course. For further information, kindly contact us on ga.jobsplus@gov.mt, stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience.

Course Duration

This course is of 20 hours duration and consists of one Module - (including 2-hour assessment)

General pedagogical guidelines and procedures for this course:

The delivery of this course will be mainly held through a series of discussions, class work exercises and hands-on training. These will enable learners to practice and consolidate the classroom training. The trainer will also be holding lessons with the learners which will consist of various presentations and demonstrations.

General assessment policy and procedures for this course:

The learner will be assessed through an Ongoing Assessment that will take place throughout the duration of the course. At the end of the course, each learner will deliver a 10-minute presentation, in order to be assessed on his/her competence. The topic of the presentation will be chosen beforehand in agreement with the trainer

Module 1 Learning Outcomes- **Verbal and Non-Verbal Communication Skills**

<ul style="list-style-type: none">✓ Ensure effective use of different modes of communication✓ Be responsible for choosing the right medium to convey a message✓ Be responsible for gaining active listening and responding skills✓ Be responsible for developing report-writing skills✓ Deal with challenging situations or people✓ List and define the different networking personality types	<ul style="list-style-type: none">✓ Identify appropriate communication skills in challenging situations and when facing challenging people✓ Carry out appropriate communication techniques when facing challenging situations or people✓ Ensure appropriate language choice in written communication (formal vs informal)✓ Carry out appropriate preparation for meetings and developing an agenda✓ Carry out preparation before a networking event/conference
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Module Assessment: The assessment will be as follows:

Each learner will be assessed through ongoing assessments throughout the whole course, which will take into consideration the learner's classroom participation. This will have a total of 40% of the global mark.

Each learner will deliver a 10-minute presentation, in order to be assessed on his/her competence. The topic of the presentation will be chosen beforehand in agreement with the Trainer. This will have a total of 60% of the global mark.

Trainees will need to obtain a pass mark from both the Ongoing Assessment and the Presentation. The pass mark is 45%.

The Malta Further and Higher Education Authority (MFHEA) deems this certificate to be at Level 4 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 1 ECTS point is assigned.