



QQI Communications 5N0690 Course Information 2019 - 2020

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Programme Objectives

QQI Communications 5N0690

To equip the learner with the relevant knowledge, skill and competence to communicate verbally and non-verbally in standard everyday tasks and in work-related tasks, operating independently while under general direction.

Communication skills are highly valued in the workplace but this module extends beyond exclusively vocational needs, recognizing that the acquisition of these skills is a life-long process, and central to personal, social and professional development and fulfilment.

Entry: Leaving Certificate, QQI Level 5 Certificate or equivalent life/work experiences.

Learning Outcomes

1. Analyse a range of current issues in communications and information technology.
2. Summarise in practical terms the elements of legislation that must be observed in a personal and/or work context, to include health, safety and welfare at work and communications-related legislation.
3. Use appropriate non-verbal and visual communication in personal and work-related settings, to include one-to-one, in a group/team, and in formal and informal interaction.
4. Demonstrate verbal skills appropriate to working under general direction, to include making a case and presenting a point of view in group discussion, formal meetings, interviews.
5. Demonstrate listening skills appropriate to working under general direction, to include making eye contact, receiving and interpreting information, control of personal response.
6. Use reading techniques appropriate to a task, to include skimming, obtaining an overview, identifying key points, critical evaluation, in depth analysis.
7. Critique information from a range of complex written material, to include technical/vocational, personal, literary, and written and visual media texts.
8. Research a relevant vocational topic, to include use of primary and secondary sources, acknowledgement of sources, use of enquiry techniques and methods to establish validity and reliability.
9. Use drafting, proofreading and editing skills to write a range of documents that follow the conventions of language usage (spelling, punctuation, syntax), to include creative writing, business proposals, correspondence, reports, memoranda, minutes, applications.
10. Demonstrate communications styles and techniques relevant to different situations in work and leisure, to include one-to-one and group contexts in conversation, interview, oral presentation, question and answer session and for the purposes of persuading, advocacy and informing.
11. Choose the appropriate communications technology to give and receive requests, instructions, suggestions, discussion and feedback to both work and leisure, to include a rationale for choosing one technology over another in different contexts, and for different messages.

Assessment

Portfolio / Collection of Work 50% and Skills Demonstrations 50%

Duration

5 x Workshops (1 day per week) or 8 x Evening Classes plus self-directed learning with support through Lir.

Fees & Payment Options

- Course fee: on website 1) Payment in full, or 2) Flexi-payments/Funding, or 3) In-Company - separate quote
- You may qualify for funding by contacting your local Intreo/DSP Office.

Learner Progression

Learners who successfully complete this course may use the associated credits towards a Major Award.