

<b>Unit ID: 2096</b>	
<b>Domain</b>	<b>COMMUNICATION SKILLS</b>
<b>Title:</b>	<b>Use language and communication in occupational learning programmes</b>
<b>Level: 2</b>	<b>Credits: 5</b>

### **Purpose**

This unit standard is intended for those who use language and communication in occupational learning programmes. People credited with this unit standard are able to find and use available learning resources; use learning techniques; manage occupational learning materials; plan and gather information for a given context and purpose; work in a team.

This unit standard is intended for people who carry out work in the wholesale and retail operations.

### **Special Notes**

1. Entry information:  
Prerequisite:  
*None*
2. This unit standard is to be delivered and assessed in the context of Wholesale & Retail operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. Assessment evidence may be collected from a real workplace, or simulated real workplace in which wholesale and retail operations are carried out.
4. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act, No. 11 of 2007
  - Occupational Health and Safety Regulations relating to employees at work schedule 1(1) Act 11 of 2007, Regulation No. 156, 1992)

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on [www.nta.com.na](http://www.nta.com.na).

### **Elements and Performance Criteria**

#### **Element 1: Find and use available learning resources**

##### **Range**

Source of Information may include but not limited to resource centres, dictionaries, general texts, internet, other learners, videos.

### **Performance Criteria**

- 1.1 Learning resources are identified.
- 1.2 Learning resources are used to select information and acknowledge sources.

### **Element 2: Use learning techniques**

#### **Range**

Learning techniques may include but not limited to mind maps, note taking, memorising, key words, underlining, skimming and scanning.

### **Performance Criteria**

- 2.1 Information is summarized and used for learning purposes.
- 2.2 Specific techniques are selected and applied.
- 2.3 Questions are asked for clarity.
- 2.4 Texts are read or viewed for detail.
- 2.5 Signed or spoken input is listened to/viewed for detail.

### **Element 3: Manage occupational learning materials**

#### **Range**

Learning materials may include but not limited to videos, texts, handouts, textbooks, charts, maps, plans, and diagrams.

### **Performance Criteria**

- 3.1 Occupational learning materials are organized for efficient use.
- 3.2 Layout and presentation of learning materials are understood and used effectively.
- 3.3 Technical language or terminology is used, and clarification is sought when needed.

### **Element 4: Plan and gather information for a given context and purpose**

#### **Range**

Information gathering techniques may include but not limited to reading/viewing, interviewing, observing and browsing.

### **Performance Criteria**

- 4.1 Information gathering steps are planned and sequenced according to a given context and purpose.
- 4.2 Information gathering techniques are applied.

4.3 Information is classified, categorized and sorted in line with the context.

4.4 Conclusions are presented.

### **Element 5: Work in a team**

#### **Performance Criteria**

5.1 Work is undertaken collaboratively to achieve agreed outcomes.

5.2 Responsibilities and roles of individual in the team are understood and are applied in learning situations.

5.3 Negotiating techniques are practised.

5.4 Sensitivity to the diversity of team members is demonstrated.

#### **Registration Data**

<b>Subfield:</b>	Communication
<b>Date first registered:</b>	14 March 2019
<b>Date this version registered:</b>	14 March 2019
<b>Anticipated review:</b>	2024
<b>Body responsible for review:</b>	Namibia Training Authority