

## Communications Skills QQI 5N0690



<b>QQI Award Code 5N0690</b>	Accredited @ QQI Level 5 on the National Framework of Qualifications (NFQ) Minor module - Credit value 15
<b>Duration</b>	<p>5 full days face - to face plus 15 hours web / non face to face based directed learning hours</p> <p>As part of Total Focus's unique new blended learning approach you the learner have the opportunity to access additional information from our website. During this training programme, you will be asked to avail of directed learning for approx. 2 hours prior to each of the face-to-face training days.</p> <p>This will consist of presentations, videos, questionnaires, quizzes, additional written information and articles providing a source of material for the next face-to-face training day</p> <p>Please ensure that you have access to the internet and are able to download material for this directed learning as part of the next face - to - face training day is based on this material</p> <p>You are also expected to engage in self learning hours outside the course</p> <p>You are also encouraged to form a support group with your colleagues meeting either in person or by telephone / Skype between the classes</p>
<b>Overall aims of Communication Skills</b>	This training programme is designed to provide you the learner with the necessary knowledge, skills and competences for excellent communication skills both in a personal and professional capacity.

<b>What are Communication Skills?</b>	<p>Excellent and effective communications are an essential part of our daily lives - a vital skill in both our professional and personal lives. It is the ability to convey or share your ideas, thoughts and feelings in an successful manner</p>
<b>Who should attend?</b>	<p>Communication skills training is suitable for those who wish to 'up their game' in the communication stakes</p> <p>The training programme is highly interactive and learners are invited to share their own knowledge and skills in a supported yet motivated environment helping to build learners confidence levels.</p> <p>On completion the learner will have the necessary competencies to be more confident in communication roles both professionally and in their own lives.</p>
<b>What will I learn?</b>	<ul style="list-style-type: none"> <li>• What are excellent communication skills?</li> <li>• Explore verbal and non - verbal (including visual) communication and how we use these both in our day-to-day lives and at work</li> <li>• Demonstrate appropriate listening skills</li> <li>• Understand primary and secondary sources of communications, acknowledgement of sources and the use of enquiry techniques</li> <li>• Demonstrate the use of writing skills including language (spelling, punctuation, etc.), drafting, proofreading and editing skills for use in a range of documents such as creative writing, business proposals, correspondence, reports, memoranda, minutes and applications letters</li> <li>• Examine a range of current issues in communications and information technology and explore the appropriate communications technology to give and receive requests, instructions, suggestions, discussion and feedback in both work and leisure, to include a rationale for choosing one technology over another in different contexts and for different messages.</li> <li>• In practical terms learn 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</li> </ul> <p>Plus lots more...</p>

## Face to face hours

5 full days

Dates	Times	Where
Monday 28 <sup>th</sup> Jan 2019	9.00am - 5.00pm	Mounttown Community Facilities, Lower Mounttown Road, Dun Laoghaire, Co Dublin
Tuesday 29 <sup>th</sup> Jan 2019	9.00am - 5.00m	Mounttown Community Facilities, Lower Mounttown Road, Dun Laoghaire, Co Dublin
Monday 18 <sup>h</sup> Feb 2019	9.00am - 5.00pm	Mounttown Community Facilities, Lower Mounttown Road, Dun Laoghaire, Co Dublin
Tuesday 19 <sup>th</sup> Feb 2019	9.00am - 5.00pm	Mounttown Community Facilities, Lower Mounttown Road, Dun Laoghaire, Co Dublin
Monday 04 <sup>th</sup> Mar 2019	9.00am - 5.00pm	Mounttown Community Facilities, Lower Mounttown Road, Dun Laoghaire, Co Dublin

## Web based hours

There are 15 hours which are web based / non face to face hours that must also be completed (please note the completion of these hours are monitored)

Some of these hours are pre-commencement of the course & others takes place during the five weeks of training

## This training programme is run over three Wednesdays and two Thursdays

There is compulsory pre and intermediate work to be completed

The location has ample car parking and it is close to public transport. Buses 46a & 63 stop with 3 minute walk of the facility. Dun Laoghaire Dart Station is Approx. 15 - 20 minute walk.

## To achieve your QQI certificate in Communication Skills

You must complete the following

- 80% attendance
- Satisfactory completion and grade of QQI assignments

Including:

Portfolio / Collection of Work 50%

Skills Demonstration 50%

<b>Your Investment</b>	<p>€350.00 per person which includes all necessary QQI award fees</p> <p>You can pay your €100.00 deposit to secure your place by forwarding a cheque or postal order to Total Focus Suite 2179, 26 Upper Pembroke St, Dublin 2</p>
<b>This QQI module meets the requirements of the following QQI major modules ... including</b>	<p>5M2102 (Level 5 Major Awards) Business Studies</p> <p>5M2069 (Level 5 Major Awards) Marketing</p> <p>5M2105 (Level 5 Major Awards) Retail Practice</p> <p>5M1997 (Level 5 Major Awards) Office Administration</p>
<b>Would you like to talk to us about this training programme?</b>	<p>To find out more about the Business Administration Skills programme please contact Maeve Finch of Total Focus on 085 735 4446 <a href="mailto:training@totalfocus.ie">training@totalfocus.ie</a></p>
<b>'In-house' training</b>	<p>Please note that this programme can be delivered 'in house' and tailored to the needs of your organisation.</p>