

QQI Level 5 - COMMUNICATION Skills (5N0690)

Commencing the 5th November 2019 and concluding 3rd December 2019
5 Full Days

Dates		Content
5 th November 2019 12 th November 2019 19 th November 2019 26 th November 2019 3 rd December 2019	UNIT 1	Unit 1a: Listening and Speaking – introduction and theory
		Unit 1b Listening and Speaking in Practice At the end of Unit 1 learners should be able to Understand the key terms used in communications theory, recognise the kinds of listening required in different contexts (understanding, interpreting, receiving and delivering information), demonstrate a range of listening behaviours, practice communications techniques relevant to different situations, participate effectively in group discussions and negotiated decision-making, participate effectively in formal meetings, prepare and deliver an oral presentation and questions.
	UNIT 2	Unit 2a Reading and Writing – Introduction and Theory
		Unit 2b Reading and Writing in Practice At the end of Unit 2 learners should be able to: Gather information from a range of written material including technical/vocational, personal, literary, business and media communication; read a range of texts critically, with objectivity and discrimination; apply a reading approach appropriate to purpose and the nature of the text. Write clearly, confidently and expressively in a variety of forms; use vocabulary with confidence and in the correct context.
	UNIT 3	Unit 3a Non-Verbal and Visual Communications - Theory
		Unit 3b Non- verbal and Visual Communications in practice At the end of Unit 3 learners should be able to: Demonstrate an understanding of non-verbal communication and visual codes such as signs, symbols, etc. Recognise the role of perception in the communication process. Understand the importance of non-verbal communication in healthcare settings.
	Unit 4a Communications Technology – theory	



Northridge House
 Castle Road,
 Mahon, Cork.
 Tel: 021 4536551

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	<p>UNIT 4</p>	<p>Unit 4b Communications Technology in practice At the end of Unit 4 learners should be able to: Understand the impact of communication and information technology in healthcare and on personal and social life. Describe the various uses of technology to assist communication and be able to use a range of communication technologies. Understand legislation e.g. data protection act Ireland.</p>
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Assessments: Skills Demonstration (60%) and Project (40%)

On successful completion of this course, learners are awarded **QQI Level 5 Communication Skills Component Certificate 5N0690**. This course can be used towards several QQI Major Awards in Healthcare.

Entry Requirements:

- Leaving Certificate or relevant qualifications and/or relevant life and work experiences.
- All participants on this course must have good fluency in English

Cost: €325.00 – booking form and payment required in advance of course commencement. Fee is non-refundable.

Location: The Education Centre is located on the Grounds of St. Luke’s Home, Castle Road, Mahon. We are located close to Blackrock Castle and the following link provides directions and map.

<http://www.northridgehouse.ie/how-to-get-here/>

Further Information available from: Claire at 021 4536551

Further Details on all the courses provided by the Education Centre are available on www.northridgehouse.ie