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| Title | **Communicate with others** | | |
| Level | **3** | **Credits** | **5** |

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| Purpose | These competency standards will ensure that the trainee will be competent to communicate efficiently and gather requirements from the client for product and services. |

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| Classification ISCED | 0611 Computer use |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| Competency Unit | Performance Criteria | Knowledge and Understanding |
| **H1**: Learn the Operating System installation & Format | **P1**: Install relevant Operating System (Windows and Mac OS)  **P2:** Format relevant Operating System (Windows and Mac OS) | **K1**: Get the knowledge of Operating System installation on computer.  **K2**: Learn how to format a system/computer  **K3:** Check operating systems upgrades and configuration. |
| **H2:** Learn to Communicate with Senior/Junior/ Peers | **P1:** Interact with other professionals through effective teamwork  **P2:** Communicate effectively with colleagues, peers, the community, other related personals to exchange information over an extended period of time | **K1** Develop a strategy for using communication skills  **K2:** Learn & Monitor use of your communication skills, adapting your strategy as necessary, to produce the quality of outcomes required |