

# LIR BUSINESS SERVICES & TRAINING CENTRE LTD.

## QQI Communications 6N1950

Course Information



ESTB. 1988

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## Programme Objectives

### QQI Communication 6N1950

This programme module aims to equip the learner with the relevant knowledge, skill and competence to communicate verbally and nonverbally in a comprehensive range of everyday tasks, in work related tasks, independently and/or in a supervisory capacity including using Social Media as a method of communication.

Entry: Leaving Certificate Level or equivalent and/or life/work experiences.

### Learning Outcomes

1. Critique current issues in communications and information technology, to include digital and mobile technology, the internet, and the policies and principles relevant to a vocational area
2. Evaluate 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, and the responsibilities that apply when working in a supervisory capacity
3. Assess the impact of non-verbal communication and of the physical environment in everyday human interaction
4. Construct non-verbal and visual messages, aids, images and environments that promote interpersonal communication, to include presentation aids, handouts, physical arrangement of meeting rooms
5. Utilise listening skills in a variety of roles and contexts, to include note-taking, receiving messages, taking minutes, reporting, summarising, paraphrasing
6. Participate in formal and informal working groups, to include leading or facilitating, note-taking, summarising discussion, agreeing outcomes and action points
7. Use reading techniques to include skimming, scanning, reading for detail, for overview and analysing on a range of written material, including media texts, official documents, business communications, literary texts and technical and or vocational material
8. Use drafting, editing and proofreading skills and the correct conventions of language usage including spelling, punctuation and syntax to produce formal written communications relevant to a particular vocational area, to include reports, correspondence, faxes, memos, minutes
9. Use research skills to investigate relevant topics, to include use of effective study skills, research methodologies and enquiry techniques
10. Demonstrate vocal and interactive skills in personal and professional contexts, including an oral presentation, discussion, debate, meeting, interview and or job seeking skills and for the purposes of persuading, informing, advocating and regulating
11. Work independently and or in a supervisory capacity, displaying qualities such as assertiveness, self-confidence, tact, diplomacy, empathy and patience
12. Improve personal performance by using additional resources such as the help facility to solve familiar and unfamiliar word processing problems.

### Assessment

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

### Duration

This Programme comprises of 1 module. The duration of this module is typically 150 hours. This is a combination of 50 hours of Directed Learning and 100 hours of Self-directed learning. The 50 hours of Directed Learning takes place in Classroom Attendance and 'Live' Tutor Online Classes. Self-directed Learning is learner-led, and it includes self-directed study, through Lir eLearning Hub, preparation and reflection time. There are Virtual Office Hours throughout the week also to give you the opportunity of meeting your Tutor online if you have any queries.

A Blended and Online Course with 'Live' Tutor classes, optional Virtual Office Hours and Tutorials and One-OR 5 x Workshops (1 day per week) or 8 x Evening Classes plus self-directed learning with online support.

## Fees and Payment Options

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- Course fee: see [www.lirbusinesscentre.com](http://www.lirbusinesscentre.com) or phone Lir Reception 044-9342754 for a Quote.
- Payment 1) In full, or 2) Flexi-payments/Funding 3) In-Company - separate quote.
- You may qualify for funding by contacting your local Intreo/DSP Office.

## Entry Requirements

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It is expected that you will have a range of learning styles, strengths and needs related to the programme and have the capacity to take responsibility for your own learning within the managed classroom and online environment provided by Lir Business Services & Training Centre Ltd.

A competency test may be carried out for English language and literacy and/or keyboarding/computer skills to ensure that you have the skills necessary to complete the programme.

## Delivery Mode(s)

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Delivery modes include:

- Centre-based (face-to-face 'Live Tutor' instruction/in a classroom/and online class environment)
- Workplace learning
- Blended learning (hybrid model where a portion of learning is classroom-based and a portion of which is web-based learning)

## Learner Progression

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

For more information, visit [www.lirbusinesscentre.com](http://www.lirbusinesscentre.com).