

## EARLY CHILDHOOD EDUCATION TRAINING

<b>Course Title:</b>	<b>WSQ Communicate effectively with clients and colleagues</b>
<b>Competency Code:</b>	<b>CS – CT – 203C- 1</b>
<b>Course Outline:</b>	This Competency Unit enables an individual to acquire the skills and knowledge to communicate effectively with clients and colleagues. This Competency Unit, together with other elective units, is tailored to provide the skill and knowledge outcomes required by the Community and Social Services sector.
<b>Registration Details:</b>	<p>Date : 13<sup>th</sup>, 15<sup>th</sup>, 20<sup>th</sup>, 22<sup>nd</sup>, 27<sup>th</sup>, 29<sup>th</sup> September 2011  : 4<sup>th</sup>, 6<sup>th</sup> October 2011</p> <p>Time : 11 am to 2 pm</p> <p>Venue : Wisma Indah Level 4 Room 3</p> <p>Cost Fees : S370 (<i>before SDF &amp; SRP subsidy</i>)</p>
<b>Course Pre-requisite Details:</b>	<p>Learners are assumed to:</p> <ul style="list-style-type: none"> <li>• understand the importance of effective communication in the delivery of community services</li> <li>• understand the importance of adjusting communication styles to different age and cultural groups</li> <li>• understand the importance of the role that volunteers play in delivering services in the Community and Social Services sector</li> <li>• know the principles and practices of customer service</li> <li>• be able to listen and speak English at a proficiency level equivalent to the Employability Skills System (ESS) Literacy Level 4</li> <li>• be able to read and write English at a proficiency level equivalent to Employability Skills System (ESS) Literacy</li> </ul>

<b>Course Pre-requisite Details:</b> <b>(Continue)</b>	Level 4 <ul style="list-style-type: none"> <li>• be able to manipulate numbers at a proficiency level equivalent to Employability Skills System (ESS) Numeracy</li> </ul> Level 4 <ul style="list-style-type: none"> <li>• have basic language / dialect relevant to client target groups</li> <li>• have basic first aid skills</li> <li>• have basic Information Communications Technology (ICT) skills</li> </ul>
<b>Assessment Information:</b>	Role Play (60 minutes) Written Exercise (120 minutes) Workplace Observation (To be completed within 1 month after training ends) Assessment Interview (To be conducted following the workplace observation)
<b>Contact Person:</b>	Norhaini Chumari Tel : 64406186 (O)
<b>Trainer / Assessor Details:</b>	Siti Fadilah Binte Padale <ul style="list-style-type: none"> <li>• ACTA, 2008</li> <li>• B.A. in Arabic Language and Literature from Al-Azhar University, Cairo, Egypt, 1998</li> <li>• 'A' Levels, 1989</li> </ul>
<b>Appeal Procedure:</b>	<ol style="list-style-type: none"> <li>a) The trainee must notify the Assessor of the intention to appeal immediately after getting the assessment result.</li> <li>b) The Assessor will enter the intention in the Feedback section of the Assessment Summary Record, and shall notify the Management Representative of the trainee's intention to lodge an appeal</li> </ol>

**Appeal Procedure:****(continue)**

- c)** The trainee must submit the Assessment Appeal Form (Appendix 3) to HRD Executive requesting for a reassessment and stating the reason (s) for the appeal.
- d)** The duration for submission of appeal is within seven (7) working days after receipt of assessment result. Late appeals after the stipulated duration will be considered on a case-by-case basis.
- e)** Upon receipt of the request, an email or a letter is sent to the candidate within two (2) working days to acknowledge receipt of the appeal.
- f)** The appeal will be forwarded to the Appeal Committee for their consideration. The Appeal Committee consists of the HRD Director, the HRD Executive, the Management Representative and the Center Manager of the trainee
- g)** The Appeal Committee will review the application for reassessment based on the documents submitted
- h)** The Appeal Committee shall give their decision on the appeal within fourteen (14) working days from the date the appeal is received. The decision shall be either to deny the appeal or to schedule a re-assessment with a different Assessor
- i)** When the re-assessment process is completed, the results are then reported to the trainee and his/her immediate superior in a written format.
- j)** The decision made by the second Assessor will be final. Further appeal may be made only on the ground of an error in the re-assessment process.

<b>Course Progression Pathway:</b>	<p style="text-align: center;"><b>Diploma in Early Childhood</b></p> <p style="text-align: center;">↑</p> <p style="text-align: center;"><b>Advanced Certificate in Early Childhood</b></p> <p style="text-align: center;">↑</p> <p style="text-align: center;"><b>Higher Certificate in Early Childhood</b></p>
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