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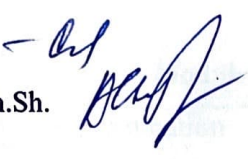


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Quality Assurance



PROJECT "E-QUALITY - DIGITAL EDUCATION FOR SOCIAL AND FINANCIAL INCLUSION AND GENDER EQUALITY"

MODULE TITLE:
MODULE "COMMUNICATION"
(DESCRIPTION)

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Введение

Introduction

This module description has been compiled based on information from the following sources: (i) introductory and information meetings with stakeholders (TG1(target groups), TG2, TG3, TG-4 and TG-5); (ii) the results of a nationwide survey, which was also focused on three project regions, namely Issyk-Kul region, Naryn region and Osh region of Kyrgyzstan; and (iii) results and exchange of interdepartmental experience during a study tour of representatives of Kyrgyz educational institutions to Bulgaria from July 15 to July 24, 2022.

Module structure

1. Наименование модуля:	Communication	
2. Applicable NQF and EQF levels:	3 NQF /3 EQF	
3. Prerequisites (education requirements, if any):	Basic education: Writing, reading and communication skills	
4. Area of professional activity:	All types of core executive activities in sectors of the economy where Kyrgyz migrants usually work	
Learning outcomes:		
1. 1. Learning Outcome №1: What is communication?		
		Migration stages
Knowledge:	<ul style="list-style-type: none">• Know the essence of communication and its components;• Know the essence and content of modern communication theory;• Know the rules for constructing oral and written monologues and dialogic statements;	
Skills:	<ul style="list-style-type: none">• Be able to apply modern communication theories• Be able to apply technologies for effectively conducting various forms of communications;	Migration stages
Competencies:	<ul style="list-style-type: none">• K 1 Choose language tools in accordance with the communication situation	Migration stages



Attitude (motivation and behavior):	<ul style="list-style-type: none"> Ability to carry out business communication and public speaking 	Migration stages
1. Learning outcome № 2: Types of communications		
Knowledge:	<ul style="list-style-type: none"> Know the main types of communication; Know the essence and content of the main types of communication; 	Migration and post-migration period
Skills:	<ul style="list-style-type: none"> Be able to determine the type and form of communication; Be able to explain the essence of communication 	Migration and post-migration period
Competencies:	<ul style="list-style-type: none"> K 1 Be able to determine the type of communication 	Migration and post-migration period
Attitude (motivation and behavior):	<ul style="list-style-type: none"> Improving basic types of speech activity 	Migration and post-migration period
1. 1. Learning Outcome №3: Written Communication		
Knowledge:	<ul style="list-style-type: none"> Know the rules for constructing written communication Know the requirements for the preparation of business documentation 	Migration and post-migration period
Skills:	<ul style="list-style-type: none"> Be able to conduct business correspondence using a formal business style Be able to carry out business communication when solving professional problems 	Migration and post-migration period
Competencies:	<ul style="list-style-type: none"> K1 Able to carry out business communication in writing 	Migration and post-migration period
Attitude (motivation and behavior):		Migration and post-migration period
1. 1. Learning Outcome № 4: Oral Communication		
Knowledge:	<ul style="list-style-type: none"> Know the means in accordance with the communication situation; - conduct a conversation, interview, business conversation, dispute, controversy, discussion, debate, debate, disputation, business meeting, negotiations 	Migration and post-migration period
Skills:	<ul style="list-style-type: none"> Possess professional communication skills 	Migration and post-migration period



	<ul style="list-style-type: none"> Be able to analyze, diagnose and resolve communication conflicts 	
Competencies:	<ul style="list-style-type: none"> K 2 Choose language means in accordance with the communication situation; - conduct a conversation, interview, business conversation, dispute, controversy, discussion, debate, debate, disputation, business meeting, negotiations; 	Migration and post-migration period
Attitude (motivation and behavior):	<ul style="list-style-type: none"> Show interest in modern methods of teaching communication 	Migration and post-migration period
1. Learning Outcome №. 5: Rules for Effective Communication		
		Migration stages
Knowledge:	<ul style="list-style-type: none"> Know the content of basic concepts, theories and principles of effective communication 	Migration period
Skills:	<ul style="list-style-type: none"> Be able to analyze and solve problems related to communication processes at different levels 	Migration period
Competencies:	<ul style="list-style-type: none"> Be able to find the necessary information about counterparties Be able to register a legal entity or yourself as an individual entrepreneur 	Migration period
Attitude (motivation and behavior):	<ul style="list-style-type: none"> Committed to designing information, education and communication environments 	Migration period
1. 1. Learning outcome №6: Rules for effective dialogue in an intercultural environment		
Knowledge:	<ul style="list-style-type: none"> Know the principles of interpersonal and intercultural interaction 	Migration and post-migration period
Skills:	<ul style="list-style-type: none"> Possess social interaction strategies during intercultural dialogues; Possess strategies and tactics of intercultural interaction, taking into account the ethical and moral standards of behavior of society; 	Migration and post-migration period
Competencies:	<ul style="list-style-type: none"> K1 Be able to interact in a team; 	



	<ul style="list-style-type: none"> • K2 Be able to determine your role in group forms of interaction; 	
Attitude (motivation and behavior):	<ul style="list-style-type: none"> • Strives to use models of social situations and typical scenarios of intercultural communication; 	Migration and post-migration period
1. Learning Outcome №7: Public Speaking		
Knowledge:	<ul style="list-style-type: none"> • Know the methodology for working on the text of a speech; • Know how to prepare for a performance; • Know how to cope with anxiety and emotions during a performance; • Know how to hold the audience's attention for a certain amount of time. 	Migration and post-migration period
Skills:	<ul style="list-style-type: none"> • Possess theoretical knowledge of the rules for preparing a speech and be able to apply the acquired practical skills in practical activities. 	Migration and post-migration period
Competencies:	<ul style="list-style-type: none"> • K2 ability to select current topics, problems for publications, master methods of collecting information, checking and analyzing it 	Migration and post-migration period
Attitude (motivation and behavior):	<ul style="list-style-type: none"> • Must demonstrate the ability and willingness to: demonstrate analytical thinking, creative inclinations, and a creative approach when preparing to speak to a specific audience. 	Migration and post-migration period
1. Learning Outcome №8: Networking		
Knowledge:	<ul style="list-style-type: none"> • Know the types of networking • Know networking techniques (linguistic pyramid techniques) 	Migration and post-migration period
Skills:	<ul style="list-style-type: none"> • Possess communication skills 	Migration and post-migration period
Competencies:	<ul style="list-style-type: none"> • K1 Be able to unobtrusively conduct the presentation itself 	Migration and post-migration period
Attitude (motivation and behavior):	<ul style="list-style-type: none"> • Commitment to using networking models 	Migration and post-migration period

Topics covered by the module



1. Basic concepts of communication
2. Types of communication
3. Written communication
4. Oral communication
5. Rules for effective communication
6. Rules for effective dialogue in an intercultural environment
7. Public speaking
8. Networking

List of educational digital tools

1. Presentations
2. Videos
3. MS Word files
4. Thematic tests
5. Thematic assignments
6. Practical problems
7. Cases
8. Simulator
9. Online calculator (deposit, credit).

Links (sources of information)

Internet resources:

1. Business communications / Yu.N. Business communications: Textbook.
2. Fundamentals of the theory of communication / M. B. Bergelson, A. L. Borisenko, T. D. Venediktova, etc. - Yurayt Moscow, 2016. - 193 p. <https://istina.msu.ru/collections/28764594/>

Logical Cross-Reference Matrix

Unit of learning outcome/competency Topic	EPO 1				
	K1	K2	K3	K4	K5
Basic concepts of communication	x	x		x	



Types of communication	x	x			
Written communication	x				
Oral communication		x			
Rules for effective communication	x	x			
Rules for effective dialogue in an intercultural environment	x				
Public performance		x			
Networking	x	x			

Examination methodology

The purpose of this module is to monitor the fulfillment of the requirements for personal, intellectual and subject results of mastering the “Financial Literacy” course. The final control is carried out in the form of completing a final test, including solving a thematic test, completing thematic assignments, and solving practical problems. The final control will allow you to evaluate all aspects of students’ training on issues that were considered during the course of financial literacy. The results of the final control will allow you to adjust teaching methods, identify topics and issues that should be given more attention.