

## Higher Certificate in Counselling and Communication Skills

### Module Descriptors

#### **Writing for Success (NQF 5, 12 credits)**

This module is designed to introduce students to the higher education landscape with a specific focus on developing their academic writing ability. Students will learn about the significance of reading comprehension with the aim of producing a written document. This module delves into the technicalities and structure of writing and referencing, with emphasis on the value of academic honesty and integrity. This module aims to develop the students' academic reading and writing skills, encourages students to find their own academic identity and to establish their own academic voice. The impetus of this module is to develop academic and information literacy competency and to equip the student with a set of values and skills necessary for academic success.

#### **Introduction to Basic Counselling Skills (NQF 5, 14 credits)**

This module provides a basic and structured introduction to counselling skills with an emphasis on better understanding the helping relationship and the helping process. The student will explore the first few stages of the Relational Skills Model. At its heart, is the importance of the values of helping and focus on empathic engagement. To this end, this module will continually invite students to participate in self-reflective activities in order to assist students to explore the role of their values in the helping process.

#### **Effective Communication Skills (NQF 5, 14 credits)**

This module introduces the concept of interpersonal communication and provides students with a solid foundational understanding of both the theory and skills that the world of interpersonal communication encompasses. Focus is on the identification and real-life application of essential interpersonal communication skills in a variety of contexts. The module aims to equip students with the knowledge and skills necessary for effective interpersonal communication beyond the classroom. Key communication theories and concepts are explored so as to provide context to the skills taught. Some of the skills included in this module involve receiving and sending messages, active and empathic listening, and communicating emotionally loaded messages.

#### **Developing Enhanced Counselling Skills (NQF 5, 14 credits)**

This module is a continuation of 'Introduction to Basic Counselling Skills' and will provide students with an essential counselling skills base for further training. The focus for this module is on the development of the more complex counselling skills embedded in the helping relationship. This module equips students with the use of more complex counselling skills, including: Reflective skills, paraphrasing, summarizing,

reflecting feelings, challenging, facilitating problem solving, managing resistance, and making appropriate referrals.

### **Understanding Human Behaviour (NQF 5, 14 credits)**

This module explores the factors that influence human behaviour and provides students with a good conceptual knowledge base for understanding human interaction within an individual, familial, social, and community context. It serves as an introduction to a broad and holistic framework that explores the key concepts and issues in better understanding human behaviour.

### **Digital Literacies for the 21<sup>st</sup> Century (NQF 5, 12 credits)**

This module aims to develop essential digital skills considered as an indispensable component of education, work and personal life. It introduces students to the key concepts of information and communication technology, engages them in web browsing and communication, using various software packages, and explores the management of files. This module aims to equip students with the necessary skills to navigate their studies, personal and professional lives around with the use of digital devices.

### **Diversity in the South African Context (NQF 5, 14 credits)**

This module is designed to engage and explore diversity within South Africa. The purpose of the module is to create awareness of the impact of context and contextualised dynamics that ultimately shape the development of individuals and counselling practice within South Africa. The module also builds on awareness and expands the student's knowledge of issues of diversity. Diversity within this module is explored as a multidimensional combination of culture, worldview and identity, oppression, power, privilege, race, gender, sexuality, vulnerability, spirituality, religion and disability.

### **The Skilled Communicator (NQF 5, 14 credits)**

This module is a continuation of 'Effective Communication Skills' and will collectively develop an understanding of communication as a process that is inevitable, purposeful, transactional, multi-dimensional, and intercultural. This module stresses the importance of becoming a skilled communicator and aims to equip students with the practice of core communication skills. The module explores the function of, and acknowledges the purpose, role, and impact of receiver-sender filters and frames, types of listeners, body language, maintaining conversation, assertiveness, social skills applied to specific social contexts, and differentiating between and working with conflict styles.

### **Numerical Literacy (NQF 5, 12 credits)**

This module provides a basic introduction to numeracy skills used in everyday contexts and aims to equip students with the knowledge and skills to make sense of numbers in their academic studies, as well as in their personal and professional lives.