

Business Writing – Professional Communication Skills

1. Overview

This programme is designed to strengthen business communication abilities, with a focus on effective written and verbal communication in professional and workplace contexts. Participants will develop the skills to produce clear, well-structured business documents, communicate confidently in meetings and presentations, and critically evaluate workplace texts to ensure clarity, accuracy, and professionalism.

2. Programme Outcome

- Use language and communication effectively in occupational learning programs
- Engage in sustained oral and signed communication and evaluate spoken tests
- Read, analyse and respond to a variety of workplace texts
- Write and present information for a wide range of business contexts
- Manage general administration and documentation efficiently

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0609
SAQA US:	119471, 119462, 119469, 119459, 114805
NQF Level:	4
Credits:	24
Entry Requirements:	Communication & Mathematical Literacy at NQF 3
Training Options:	Online - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location. Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.
Minimum Participants Required:	(1) Online & (1) Face-to-face

3. Programme Content

- **(119471 US):** Use language and communication in occupational learning programmes
- **(119462 US):** Engage in sustained oral/signed communication and evaluate spoken/signed texts
- **(119469 US):** Read/view, analyse and respond to a variety of texts
- **(119459 US):** Write/present/sign for a wide range of contexts
- **(114805 US):** Manage general administration

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

4. Topics

- Workplace Communication Excellence
- Business Writing and Document Crafting
- Verbal and Presentation Skills
- Analysing Workplace Texts
- Administration and Documentation Management

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding
- **Practical Assignments:** Hands-on tasks related to course topics
- **Workplace Assignments and Logbook:** Application of skills in real-world settings

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation