

Communication & Presentation Skills

1. Overview

The purpose of this programme is to enable participants to communicate effectively and professionally in workplace and learning contexts. Participants will develop the ability to write, present, speak, and listen with confidence and clarity across a range of situations.

The programme enhances both verbal and non-verbal communication, critical thinking, and professional writing skills to support effective workplace interactions, presentations, and documentation.

2. Programme Outcome:

- Write, present, or sign clear and well-structured texts for various audiences and purposes
- Communicate verbally and non-verbally in a workplace context to ensure understanding and collaboration
- Engage confidently in sustained oral or signed communication, analysing and evaluating spoken/signed messages
- Use appropriate language structures, tone, and register for different workplace and socio-cultural contexts
- Draft, edit, and present information effectively to achieve communication goals

Qualification:

Certificate of Completion

Duration:

3-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0645

SAQA US:

119465, 9960, 19462

NQF Level:

4

Credits:

18

Entry Requirements:

Communication & Mathematical Literacy at NQF 3

Training Options:

Online - Each participant will receive the programme materials and resources are emailed to the participants. 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.

Blended - Blended learning combines both online and face-to-face training. Participants receive the learning material by email to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

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.

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

Minimum Participants Required: (1) Online, (1) Blended & (1) Face-to-Face

3. Programme Content

- **(119465 US):** Write/present/sign texts for a range of communicative contexts
- **(9960 US):** Communicate verbally and non-verbally in the workplace
- **(19462 US):** Engage in sustained oral/signed communication and evaluate spoken/signed texts

4. Topics

Module 1: Writing, Presenting, and Signing for a Range of Contexts

- Understanding purpose, audience, and context in communication
- Choosing the appropriate text type: reports, letters, memos, proposals, presentations, and emails
- Structure and organisation of workplace texts
- Language usage and tone for different levels of formality
- Grammar, spelling, and punctuation conventions
- Drafting and redrafting techniques to improve clarity and flow
- Editing and proofreading for accuracy
- Using visual and presentation aids to enhance messages
- Ethical and professional standards in written and visual communication

Module 2: Communicating Verbally and Non-Verbally in the Workplace

- The communication process and barriers to effective communication
- The role of body language, tone, and non-verbal cues
- Active listening skills and empathetic communication
- Communicating in teams and across departments
- Professional communication with clients and supervisors
- Telephone and digital communication etiquette
- Giving and receiving feedback effectively
- Handling conflict and misunderstanding through communication
- Workplace documentation and information sharing

Module 3: Engaging in Sustained Oral/Signed Communication and Evaluating Spoken/Signed Texts

- Understanding audience and purpose in oral/signed communication
- Elements of effective verbal/signed delivery: clarity, confidence, tone, and pace
- Listening for detail, inference, and intention
- Identifying assumptions, inferences, and bias in spoken/signed messages
- Participating in discussions, meetings, and debates
- Structuring and delivering formal presentations and speeches
- Evaluating oral/signed communication for effectiveness

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

- Providing and responding to constructive feedback
- Using language strategically to persuade, inform, or motivate

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