

Communication & Report Writing

1. Overview

This programme will prepare participants with effective communication and report writing which are crucial professional skills, impacting collaboration, decision-making, and career advancement. Clear, structured, and persuasive communication, whether verbal or written, enhances the participants ability to convey information, influence, and collaborate. Report writing, in particular, requires organizing data, analyzing it, and presenting it in a logical and concise manner.

2. Programme Outcome:

- Relate the purpose, content, form, frequency and recipients of a range of reports
- Identify information sources & organisational procedures for obtaining & distributing information
- Compile reports related to a selected business function
- Liaise with relevant parties and verify that reported information is in accordance with requirements
- Discuss and explain a range of written and oral communication techniques used in the workplace
- Lead discussions and chair meetings
- Generate a variety of workplace reports using various data gathering techniques
- Deliver presentations
- Access, use and manage suitable learning resources
- Formulate and use learning strategies
- Manage occupational learning materials
- Conduct research and analyse and present findings
- Lead and function in a team
- Reflect on how characteristics of the workplace and occupational context affect learning

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0071

SAQA US:

110023, 12433, 119471

NQF Level:

4

Credits:

19

Entry Requirements:

Communication & Mathematical Literacy at NQF 3

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. 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.

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

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. 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.

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

3. Programme Content

- **(110023 US):** Present Information in Report Format
- **(12433 US):** Use communication techniques effectively
- **(119471 US):** Use language and communication in occupational learning programmes

4. Topics

➤ Module 1: Understanding Business Reports

- Purpose and types of reports in the workplace
- Audience, frequency, and content relevance
- Report structure and formatting standards

➤ Module 2: Information Gathering and Verification

- Identifying credible information sources
- Organisational procedures for data collection
- Verifying and confirming data accuracy with stakeholders

➤ Module 3: Compiling Reports

- Writing clear, concise, and purpose-driven reports
- Formatting reports for internal/external audiences
- Meeting deadlines and maintaining consistency

➤ Module 4: Liaising and Communicating

- Effective communication in reporting processes
- Collaborating with departments and teams
- Presenting and explaining report content

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

➤ **Module 5: Resource Planning and Allocation**

- Types of resources in an office environment
- Planning for efficiency and cost-effectiveness
- Monitoring and adjusting resource use

➤ **Module 6: Managing Learning in the Workplace**

- Accessing and using learning materials
- Formulating personal learning strategies
- Applying research and analysis skills in work tasks
- Team collaboration and learning reflection

➤ **Module 7: Workplace Communication Techniques**

- Oral and written communication skills
- Communicating assertively with clients and colleagues
- Writing and presenting technical reports

5. Target Audience:

- Administrative officers and clerks
- Office and operations managers
- Supervisors and senior support staff
- Technical or production staff progressing into reporting roles
- Individuals in manufacturing, engineering, and related industries

6. How will the Organisation Benefit:

- **Improved Information Flow:** Participants will produce accurate, clear, and timely reports tailored to business needs, enhancing organisational decision-making.
- **Workplace Efficiency:** Proper planning and resource allocation will reduce waste and improve productivity.
- **Stronger Communication:** Employees will communicate more effectively with both internal and external stakeholders.
- **Support for Skills Development:** This training supports employees in learnerships, skills programmes, and workplace qualifications, helping the organisation meet its training and development goals.
- **Enhanced Learning Culture:** Encourages continuous learning and self-development, leading to a more capable and confident workforce.
- **Operational Alignment:** Participants will better understand how their roles and outputs align with organisational goals and workplace systems.

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7. 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.

8. 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.

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