

Communication Skills (Language Proficiency Afrikaans)

1. Overview

The purpose of this programme is to equip participants with the communication skills necessary to succeed in both workplace and learning environments in Afrikaans.

Participants will learn to communicate effectively in spoken and written forms, interpret and use information from various texts, and adapt their communication styles to suit different audiences, contexts, and purposes.

The programme also prepares participants to use language strategically in occupational learning programmes, ensuring continued growth and professional development.

2. Programme Outcomes:

- Communicate effectively in oral or signed formats, accommodating audience and context needs
- Use communication skills to access, manage, and reflect on learning in occupational programmes
- Write, present, or sign coherent and cohesive texts for various audiences and purposes
- Read, interpret, and critically analyse information from different types of texts
- Apply appropriate language use, register, and tone to workplace and learning contexts

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

&Programme ID:

PA0892

SAQA US:

119472, 119467, 119465, 119457

NQF Level:

3

Credits:

20

Entry Requirements:

Communication & Mathematical Literacy at NQF 2

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.

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.

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

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

- **(119472 US):** Accommodate audience and context needs in oral/signed communication
- **(119467 US):** Use language and communication in occupational learning programmes
- **(119465 US):** Write/present/sign texts for a range of communicative contexts
- **(119457 US):** Interpret and use information from texts

4. Topics

Module 1: Accommodating Audience and Context Needs in Oral/Signed Communication

- Principles of effective communication
- Understanding audience and context in communication
- Adapting language, tone, and register for different situations
- Active listening and feedback techniques
- Managing communication in meetings, presentations, and group discussions
- Identifying and responding to persuasion, bias, and manipulation
- Strategies for clear, confident, and engaging speaking/signing
- Evaluating the effectiveness of oral communication

Module 2: Using Language and Communication in Occupational Learning Programmes

- Understanding learning in a workplace context
- Effective reading, note-taking, and summarising strategies
- Managing learning resources and materials
- Research skills – collecting, analysing, and presenting information
- Teamwork and communication in a learning environment
- Problem-solving and critical thinking in occupational learning
- Reflective learning – self-assessment and goal setting
- Workplace culture and how it impacts learning and communication

Module 3: Writing/Presenting/Signing Texts for a Range of Communicative Contexts

- Understanding purpose, audience, and context in writing
- Selecting appropriate formats (letters, emails, reports, proposals, presentations)
- Structuring information logically and persuasively
- Grammar, punctuation, and language accuracy

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

- Drafting, revising, editing, and proofreading
- Using tone and style effectively
- Exploring presentation techniques (visual aids, oral delivery, digital tools)
- Producing professional workplace documents

Module 4: Interpreting and Using Information from Texts

- Reading strategies for comprehension and interpretation
- Identifying main ideas, supporting details, and key arguments
- Understanding tone, style, and register in written communication
- Extracting and interpreting implicit messages and assumptions
- Evaluating sources for credibility, bias, and purpose
- Analysing different types of texts: reports, advertisements, articles, policies, etc
- Responding critically and appropriately to written and visual information
- Relating text information to workplace contexts and decision-making

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.

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