

Teamwork and Collaboration Skills

1. Overview

This programme is designed to strengthen participants' ability to work effectively and collaboratively within a team. Learners will develop skills to build trust, foster positive team dynamics, and harness diverse perspectives to achieve shared objectives. The programme also equips participants with essential communication and induction skills to contribute meaningfully to their team and organization.

2. Programme Outcome:

- Understand their own role and responsibilities within a specific position
- Identify and clarify their function within the wider organization
- Recognize group dynamics and their influence on team performance
- Apply strategies to manage and resolve potential team conflicts
- Develop actionable plans to enhance overall team performance
- Write, present, and communicate effectively for a variety of audiences and purposes
- Use language structures to produce clear, coherent, and professional texts
- Edit and refine written communication to improve clarity and accuracy
- Prepare for the introduction of new team members
- Facilitate the onboarding of new team members
- Explain how team performance is monitored and assessed
- Promote awareness of career opportunities within the organization

Qualification:	Certificate of Completion
Duration:	3-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0931
SAQA US:	13912, 119465, 242812
NQF Level:	3
Credits:	14
Entry Requirements:	Communication & Mathematical Literacy at NQF 2
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.

**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

- **(13912 US):** Apply knowledge of self and team in order to develop a plan to enhance team performance
- **(119465 US):** Write/present/sign texts for a range of communicative contexts
- **(242812 US):** Induct a member into a team

4. Topics

- Module 1: Strengthening Team Performance
- Module 2: Effective Workplace Communication
- Module 3: Onboarding and Inducting New Team Members

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