

Workplace Communication

1. Overview

To improve oral and written communication within the workplace context, helping participants to interact effectively, document tasks accurately, and communicate across culturally diverse teams.

2. Programme Outcome:

- Apply and monitor quality standards in daily site work
- Implement administrative procedures in accordance with site protocols
- Document and report on inspections, non-conformance, and remedial actions
- Maintain proper recordkeeping and site document control

Qualification:

Certificate of Completion

Duration:

2-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0711

SAQA US:

8962 & 8964

NQF Level:

2

Credits:

10

Entry Requirements:

Communication & Mathematical Literacy at NQF 1

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

- **(8962 US):** Maintain and adapt oral communication
- **(8964 US):** Write for a defined context

4. Topics

- **Module 1: Oral Communication**
 - Giving instructions and receiving feedback
 - Cultural sensitivity

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

- Presenting ideas in meetings

- **Module 2: Writing for the Workplace**

- Writing daily logs, emails, and reports
- Adapting tone and format
- Drafting and revising written content

5. 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