

Workplace Communication & Professional Behaviour

1. Overview

This programme is designed to equip participants with essential language, communication, and interpersonal skills for real-life and workplace contexts. It combines the foundational aspects of reading, writing, speaking, and literature appreciation with professional behaviour in a business environment. Participants will gain the ability to communicate confidently and appropriately in formal and informal settings, understand and produce different types of texts, and apply ethical behaviour and customer service principles in the workplace.

2. Participant Outcome:

- Use a variety of strategies to maintain effective verbal communication
- Adapt spoken language to suit various cultural and social contexts
- Decode unfamiliar language using knowledge of structures and conventions
- Present information clearly and coherently in both formal and informal settings
- Recognize and explain techniques used by speakers to influence audiences
- Identify main ideas across different types of written or visual texts
- Interpret texts for a variety of purposes and contexts
- Use diverse reading strategies to understand and analyse text content
- Discuss how language features and structure influence interpretation
- Write for a specific purpose and audience across various formats
- Use appropriate grammar and structure to create coherent texts
- Adjust language style and register to suit different contexts
- Draft, revise, and edit own writing for clarity and effectiveness
- Identify central themes in literary texts
- Explain how texts influence reader perception and emotional response
- Interpret and reflect on meaning in poetry, prose, and drama
- Demonstrate appropriate workplace behaviour and etiquette
- Interpret and respond to body language in a business context
- Engage respectfully and professionally with internal and external customers
- Apply business ethics and maintain confidentiality in the workplace

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0305
SAQA US:	8962, 8963, 8964, 8965, 11235, 14359
NQF Level:	3
Credits:	26
Entry Requirements:	Communication & Mathematical Literacy at NQF 1

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

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
- **(8963 US):** Access and use information from texts
- **(8964 US):** Write for a defined context
- **(8965 US):** Respond to literary texts
- **(11235 US):** Maintain effective working relationships with other members of staff
- **(14359 US):** Behave in a professional manner in a business environment

4. Topics

- Module 1: Verbal Communication and Listening Skills
- Module 2: Reading and Viewing Strategies
- Module 3: Writing for Various Contexts
- Module 4: Introduction to Literature
- Module 5: Workplace Behaviour and Ethics

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