

Workplace Communication and Professional Language

1. Overview

This programme equips participants with the skills to communicate effectively in professional environments. It focuses on building productive working relationships, collaborating efficiently with colleagues, negotiating for better outcomes, and achieving organisational objectives. Participants will develop practical competencies in written, oral, and signed communication, ensuring clarity, accuracy, and impact in workplace interactions.

2. Programme Outcome:

- Apply learning strategies and function effectively in a team
- Manage occupational learning programme materials
- Conduct basic research, analyse information, and present findings clearly
- Use textual features and conventions appropriate to different text types
- Identify the intended audience for communication and tailor messages accordingly
- Select suitable text type, format, and layout for workplace communications
- Structure and organise technical documents effectively
- Apply correct grammar conventions and Plain Language principles
- Draft, revise, and edit professional texts
- Detect and correct errors to ensure accuracy and clarity
- Present the same information in multiple formats or media
- Communicate creatively and effectively in writing or signing across various contexts
- Edit texts for coherence, fluency, and consistency
- Respond critically and sensitively as a listener or audience member
- Analyse and reflect on personal responses to spoken or signed texts
- Engage successfully in oral, written, or signed communication
- Use strategies to capture and retain audience interest
- Identify and respond appropriately to manipulative or persuasive language

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0912
SAQA US:	119467, 12153, 119459, 119462, 119472, 119467
NQF Level:	4
Credits:	25
Entry Requirements:	Communication & Mathematical Literacy at NQF 3
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.

**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) Face-to-face

3. Programme Content

- **(119467 US):** Use language and communication in occupational learning programmes
- **(12153 US):** Use the writing process to compose texts required in the business environment
- **(119459 US):** Write/present/sign for a wide range of contexts
- **(119462 US):** Engage in sustained oral/signed communication and evaluate spoken/signed texts
- **(119472 US):** Accommodate audience and context needs in oral/signed communication
- **(119467 US):** Use language and communication in occupational learning programmes

4. 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.

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