

Learn and Communicate in the Workplace

1. Overview

This programme is designed to equip participants with essential language and communication skills for effective participation in occupational learning programmes and workplace environments. It addresses the needs of adult participants returning to education, enabling them to develop strategies for learning, teamwork, research, and communication across various formal and informal contexts.

2. Programme Outcome:

- Use language and communication effectively in occupational learning contexts
- Access and use learning materials and resources relevant to their workplace or study
- Use appropriate communication strategies for different audiences and settings
- Interpret and analyse information from various texts and apply it to workplace situations
- Write or present structured and coherent texts suitable for a range of purposes and audiences
- Conduct basic research, present findings, and reflect on personal learning
- Work effectively in a team, understanding how workplace context influences communication and learning

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0659

SAQA US:

119467, 119472, 119457, 119465

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.

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

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

3. Programme Content

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

4. Topics

Module 1: Orientation to Occupational Learning

- Purpose of workplace learning programmes
- Understanding the learning environment and personal learning styles
- Setting personal learning goals

Module 2: Accessing and Using Learning Resources

- Types of learning materials
- Using support tools (e.g., dictionaries, glossaries, guides)
- Asking for help and clarification

Module 3: Learning Strategies and Study Skills

- Note-taking, summarising, and memory aids
- Time management and planning
- Group work and collaborative learning

Module 4: Oral/Signed Communication in Context

- Audience analysis and language register
- Verbal and non-verbal communication skills
- Listening skills and interpreting tone, intent, and mood
- Handling persuasive/manipulative language

Module 5: Reading and Interpreting Texts

- Skimming, scanning, and close reading
- Understanding implicit and explicit meaning
- Responding critically to texts
- Comparing texts for purpose and audience

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

Module 6: Writing and Presenting Texts

- Planning, drafting, and editing writing
- Selecting appropriate tone, structure, and format
- Producing workplace-related texts (e.g., emails, reports, forms)
- Exploring visual and oral presentation formats

Module 7: Research and Reflection

- Conducting basic research (e.g., surveys, interviews)
- Presenting findings clearly
- Reflecting on workplace and learning experiences
- Understanding the impact of workplace culture on communication

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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