

Fundamental Workplace Communication

1. Overview

This programme provides participants with essential communication skills needed to function effectively in the workplace and in occupational learning environments. It focuses on developing reading, writing, listening, and speaking skills that are responsive to different audiences, purposes, and contexts. Through practical and workplace-relevant activities, learners gain confidence in communicating in both every day and formal professional situations.

By strengthening communication competence and learning preparedness, the programme supports personal and professional development while enhancing workplace efficiency, collaboration, and mutual understanding.

2. Learning Outcome:

- Adapt oral or signed communication to suit different audiences and workplace situations
- Read, interpret, and respond critically to workplace-related and socio-cultural texts
- Write and present clear, structured, and context-appropriate communication
- Apply effective language and communication strategies within workplace learning programmes
- Organise learning materials, conduct basic research, and work productively within teams

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0465

SAQA US:

119472, 119457, 119465, 119467

NQF Level:

3

Credits:

20

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.

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 Learners 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

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

4. Topics

- Module 1: Effective Speaking and Active Listening
- Module 2: Critical Reading and Understanding Texts
- Module 3: Professional Writing and Presentation Skills
- Module 4: Language Skills for Workplace Learning

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