

Advanced Presentation & Communication Skills

1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills required to plan, prepare, conduct, and manage structured meetings effectively within a business environment. The programme also develops professional communication, minute-taking, analytical reading, and workplace interaction skills required to support effective business operations and team engagement.

2. Programme Outcome:

- Plan and prepare meeting communication effectively
- Conduct structured meetings professionally
- Prepare agendas and record accurate meeting minutes
- Apply effective verbal and written communication techniques
- Communicate confidently within a business environment
- Manage differing opinions and conflict during meetings
- Analyse and respond critically to workplace texts and communication
- Apply professional communication techniques in workplace interactions
- Evaluate the impact of communication styles and language in business contexts
- Distribute and manage meeting records appropriately

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0903

SAQA US:

242816, 13934, 12433, 10622, 119469

NQF Level:

5

Credits:

27

Entry Requirements:

Communication at NQF Level 3

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

3. Programme Content

- **(242816 US):** Conduct a structured meeting
- **(13934 US):** Plan and prepare meeting communications
- **(12433 US):** Use communication techniques effectively
- **(10622 US):** Conduct communication within a business environment
- **(119469 US):** Read/view, analyse and respond to a variety of texts

4. Topics

Module 1: Fundamentals of Business Communication

- Principles of workplace communication
- Communication channels in business
- Verbal and written communication techniques
- Professional communication etiquette

Module 2: Effective Communication Techniques

- Oral and written communication methods
- Listening and feedback skills
- Communication barriers and solutions
- Workplace interaction skills

Module 3: Planning & Preparing Meetings

- Purpose and types of meetings
- Developing meeting agendas
- Preparing meeting documentation
- Roles and responsibilities in meetings

Module 4: Conducting Structured Meetings

- Chairing and facilitating meetings
- Meeting procedures and protocols
- Managing participation and engagement
- Handling differing views and conflict during meetings

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

Module 5: Minute-Taking & Meeting Records

- Purpose and importance of minutes
- Techniques for taking accurate minutes
- Structuring and formatting meeting records
- Distributing and storing meeting documentation

Module 6: Reading, Analysing & Responding to Texts

- Analysing workplace and media texts
- Identifying tone, style, and assumptions
- Evaluating communication effectiveness
- Responding critically to written and visual texts

Module 7: Communication in the Workplace

- Business correspondence
- Communication for teamwork and collaboration
- Presenting information clearly
- Professional relationship management

Module 8: Workplace Application & Practical Exercises

- Simulated meetings and role plays
- Agenda preparation exercises
- Minute-taking practical activities
- Communication problem-solving scenarios
- Workplace communication case studies

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.

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