

Business Communication for Procurement Managers

1. Overview

The purpose of this Workplace Learning Programme (WLP) is to equip participants with the knowledge and practical communication skills required to communicate effectively in business and procurement environments. The programme focuses on professional written, verbal, visual and digital communication, enabling participants to prepare business documents, communicate with diverse stakeholders, conduct effective meetings, and build positive workplace relationships.

2. Programme Outcome:

- Apply effective business communication principles within procurement and supply chain environments
- Prepare clear, accurate and professional procurement-related documents, correspondence and business communications
- Communicate effectively with suppliers, colleagues, customers and other stakeholders using appropriate verbal, written and digital communication methods
- Adapt communication styles and techniques to suit diverse audiences, cultures and professional procurement contexts
- Apply effective communication skills during supplier engagements, meetings, negotiations and workplace interactions
- Select appropriate communication channels, tone and language to support procurement activities and organisational objectives
- Produce professional emails, reports and business messages that support effective procurement operations
- Demonstrate professional communication practices that build positive stakeholder relationships and support ethical procurement

Qualification:

Certificate of Completion

Duration:

3-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0728

NQF Level:

5

Credits:

10

Entry Requirements:

NQF Level 4 qualification (Grade 12/National Senior Certificate or equivalent)

Training Options:

Online - The SLP is delivered through a blended online support model consisting of:

Activity	Duration
Session 1: Introduction to the SLP and Formative Assessment Briefing	2 Hours
Session 2: Formative Assessment Feedback and Consultation Session	1 Hour
Session 3: Contact Session (Content Consolidation and Discussion)	2 Hours
Session 4: Examination Preparation and Revision Session	2 Hours
Total Facilitated Engagement	7 Hours

Participants will also have ongoing access to academic support through the LMS discussion forums throughout the project period.

Minimum Participants Required:

(1) Online & (1) Blended

3. Topics

Module 1: Communication in Procurement and Supply Chain Environments

- Principles of business communication
- The communication process
- Communication within procurement and supply chain functions
- Organisational communication and culture
- Communication barriers and challenges
- Stakeholder and supplier communication
- Cross-cultural communication in procurement
- Professional verbal communication

Module 2: Professional Procurement Communication

- Business writing principles
- Preparing procurement correspondence
- Writing professional emails
- Requests for quotations (RFQs) and supplier communication
- Business letters and reports
- Writing clear and concise procurement messages
- Tone, style and language in professional communication
- Preparing effective procurement documentation

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

Module 3: Digital Communication and Supplier Engagement

- Digital communication tools
- Visual communication in procurement
- Communication technologies
- Supplier communication and relationship management
- Customer and internal stakeholder communication
- Meeting planning and participation
- Communication channels for procurement activities
- Professional workplace communication

Module 4: Workplace Communication for Procurement Professionals

- Communication in procurement teams
- Managing supplier enquiries, complaints and feedback
- Communication during negotiations
- Building professional supplier and stakeholder relationships
- Communication ethics and professionalism
- Preparing a professional CV and cover letter
- Communication for career development in procurement
- Professional conduct in procurement environments

4. Assessments

Participants will be assessed through a combination of practical communication activities, procurement-based case studies, written assignments, workplace applications and an integrated summative assessment designed to evaluate the application of communication skills within procurement and supply chain contexts.

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.

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