

Presentation & Communication Skills

1. Overview

The purpose of this programme is to equip participants with effective oral, written, and business communication skills required in a professional environment. Participants will develop the ability to communicate confidently with different audiences, present information clearly, engage critically with spoken and written texts, and produce professional business documents using appropriate communication techniques.

2. Programme Outcome:

- Communicate effectively in formal and informal workplace settings
- Adapt communication style and language to suit different audiences and contexts
- Deliver presentations and engage confidently in oral communication
- Use communication techniques to capture and maintain audience interest
- Respond critically and appropriately to spoken and written communication
- Write and edit professional business texts and reports
- Apply business writing conventions and plain language principles
- Analyse, interpret, and evaluate workplace texts and information
- Identify manipulative language and respond appropriately
- Use effective listening, comprehension, and feedback skills

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0902

SAQA US:

119472, 119465, 119462, 12153, 12155

NQF Level:

4

Credits:

25

Entry Requirements:

Communication at NQF Level 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.

**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) Blended & (1) Face-to-Face

3. Programme Content

- **(119472 US):** Accommodate audience and context needs in oral/signed communication
- **(119465 US):** Write/present/sign texts for a range of communicative contexts
- **(119462 US):** Engage in sustained oral/signed communication and evaluate spoken/signed texts
- **(12153 US):** Use the writing process to compose texts required in the business environment
- **(12155 US):** Apply comprehension skills to engage written texts in a business environment

4. Topics

Module 1: Fundamentals of Communication

- Principles of effective communication
- Verbal and non-verbal communication
- Communication barriers
- Professional communication etiquette

Module 2: Audience & Context in Communication

- Adapting communication styles
- Language registers and tone
- Understanding audience needs
- Communication across different contexts

Module 3: Presentation & Oral Communication Skills

- Presentation planning and structure
- Public speaking techniques
- Sustained oral communication
- Audience engagement strategies
- Listening and feedback skills

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

Module 4: Critical Listening & Communication Analysis

- Evaluating spoken communication
- Identifying assumptions and inferences
- Responding critically and sensitively
- Identifying manipulative language

Module 5: Business Writing Skills

- Business writing formats and conventions
- Writing emails, reports, and workplace documents
- Plain language principles
- Grammar, structure, and editing techniques

Module 6: Writing Process & Document Development

- Planning and drafting texts
- Editing and proofreading
- Organising business information
- Presenting information effectively

Module 7: Reading & Comprehension Skills

- Reading and analysing business texts
- Extracting relevant information
- Evaluating written information
- Applying comprehension techniques in the workplace

Module 8: Workplace Communication Application

- Communication in meetings and teams
- Workplace correspondence
- Professional interaction skills
- Communication problem-solving exercises

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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