

Duration: 4 days + 1 day follow up
 Target: Operator level and below
 Prerequisite: Basic Literacy & Numeracy [ABET 4]
 NQF Info: NQF Level 2
 Qualification: National Certificate In Plastics Manufacturing NQF Level 2
 Credits: 19
 Certification: MERSETA accredited
 PFSA Certification.

Unit Standard:

- Maintain and adapt oral communication(8962)
- Communicate at work(12461)
- Participate in working group activities(13258)
- Write for a defined context (8964)

Course Objective:

To provide learners with understanding of the importance of communication in a work context, as well as make oral reports, act on instructions, use workplace language and participate in meetings. For further language growth as well as confident application in real life contexts including formal and informal contexts

Outcomes: At the end of the course the learners will be able to:

- Use a variety of speaking and listening strategies to maintain communication(articulation, pronunciation, volume, tempo, intonation, use of non-verbal cues, body language, tone, volume, gestures and eye contact)
- Identify and explain how speakers influence audiences
- Explain and discuss the importance of using communication in the work situation
- Use workplace language to describe conditions, events, problems and actions
- Make oral reports, participate in meetings, and describe the work team and roles and functions of team members
- Identify and explain the benefits and difficulties of team work, describe and discuss helpful and unhelpful behaviors in the context of a work group
- Contribute to work group goals and decisions.
- Identify the main idea and supporting information from text

Contents:

- What is communication, components of communication, communication process
- Purpose and types of communication
- Communication contexts, workplace language, Gestures, Giving / receiving instructions, Timing
- The report
- Preparing for a meeting, Agendas and minutes, Participating in the meeting, Minutes
- The importance of using communication in the work situation
- Use workplace language to describe conditions, events, problems and actions
- Text types, the main idea, supporting information, summarizing, the art of using information and reference materials

Assessment and Certification:

- Assignments to be submitted within two weeks following training. One follow up day is required to give feedback on assessed assignments. A PFSA Certificate of Competence is issued to successful candidates
- Relevant credits may be awarded to successful learners upon MERSETA due approval process

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