

COMMUNICATION IN A FABRICATION ENVIRONMENT

Duration:	4 days
Target:	Candidates competent in NQF Level 3
Prerequisite:	NQF Level 3
NQF Info:	NQF Level 4
Qualification:	Towards the National Certificate in Polymer Composite Fabrication NQF Level 4
Credits:	44
Certification:	merSETA-accredited Plastics SA Certification

Unit Standards

- Engage in sustained oral communication and evaluate spoken texts [8974]
- Interpret and use information from texts [8969]
- Write texts for a range of communicative contexts [8970]
- Write a technical report [116389]
- Accommodate audience and context needs in oral communication [8968]
- Read, analyse and respond to a variety of texts [8975]
- Write for a wide range of contexts [8976]
- Compile feasibility and commissioning reports [9529]
- Communicate in an assertive manner with clients and fellow workers [9506]
- Communicate with clients [9528]

Objective of Learning Programme

To apply effective and timeous use of language in a business context in both oral and written communication events.

Outcomes

At the end of the learning programme, learners will be able to

- Analyse own response to oral and written communication and respond appropriately
- Use effective speaking strategies for effective communication
- Identify the correct report type for the correct purpose in the business context
- Identify sources of information for a range of business reports
- Ensure organisational procedures are followed when gathering information and reporting
- Validate stakeholders' expectations related to specific reports.
- Identify tone, intention and style of author and its possible effect on reader response
- Use effective reading strategies
- Write effectively on a wide range of topics within a business environment

Contents

- In both oral and written communication, the correct and appropriate tone, language and layout is used
- Mistakes to avoid in any communication context
- Speaker style and how to gain and hold the attention of one's audience
- Being able to read non-verbal cues of one's audience and adjust delivery style accordingly
- The timeous use of correct report templates and validation of audience's expectations is entrenched

Assessment and Certification

- Workplace Experience Assignments to be submitted within two weeks following training. A Plastics|SA Certificate of Competence is issued to successful candidates.
- Relevant credits may be awarded to successful learners upon merSETA due approval process.