

# FUNDAMENTALS OF COMMUNICATION

<b>Duration:</b>	4 days
<b>Target:</b>	Operator level and below
<b>Prerequisite:</b>	Basic Literacy and Numeracy [ABET 4]
<b>NQF Info:</b>	NQF Level 2
<b>Qualification:</b>	Towards the National Certificate in Plastics Manufacturing / Polymer Compound Manufacturing / Polymer Composite Fabrication / Thermoplastic Fabrication / NQF Level 2 (Unit standards may vary in the different qualifications)
<b>Credits:</b>	20 - 24
<b>Certification:</b>	merSETA-accredited Plastics SA Certification

## Unit Standards

- Maintain and adapt oral communication [8962]
- Communicate at work [12461]
- Participate in working group activities [13258]
- Write for a defined context [8964]
- Access and use information from texts [8963]

## Objective of Learning Programme

To provide learners with an understanding of the importance of communication in a work context, as well as enable them to 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 learning programme, 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; Use a summary format to organise main ideas and identify and explain socio-cultural beliefs in text; identify and explain how speakers influence audiences

## Contents

- What communication is, 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, summarising, the art of using information and reference materials

## Assessment and Certification

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