

COMMUNICATION

DESCRIPTION	UNIT STANDARD	UNIT STANDARD TITLE & LEARNING OUTCOMES	LEARNING OUTCOMES	DURATION (DAYS)	NQF LEVEL	CREDIT
BUSINESS COMMUNICATION	119472	Accommodate audience and context needs in oral/ signed communication.	How to communicate business information	1	3	5
			Identify appropriate methods of communication			
			Plan your oral presentation			
			Use of body language			
			Planing: meeting venue layout and agenda			
BUSINESS WRITING	12153	Use the writing process to compose texts required in the business environment	Use textual features and conventions specific to business texts for effective writing.	1	5	5
			Identify and collect information needed to write a text specific to a particular function.			
			Compose a text using plain language for a specific function.			
			Organise and structure a text appropriately for a business function.			
			Present a written text for a particular function in a business environment.			
WORK READINESS	119467	Use language and communication in occupational learning programmes	Access and use available learning resources.	1	3	5
			Use learning strategies.			
			Manage occupational learning materials.			
			Conduct basic research and analyse and present findings.			
			Function in a team.			
TEXT ANALYSIS	119469	Read/view, analyze and respond to a variety of	Facts vs opinions	1	4	5
			Sarcasm, humour, jargon and slang			
			Denotative vs Connotative meanings			
			Emotive language			
TEXT INTERPRETATION	119457	Interpret and use information from texts.	Interpret written documents	1	3	5
			Simplify ambiguous documents			
			Identify bias			
			Identify attitudes and beliefs			
			Analyse visuals			
WRITTEN COMMUNICATION	119465	Write/present/sign texts for a range of communicative contexts.	Written communication	1	3 and 4	5
	119459	Write/present/sign for a wide range of contexts	Report writing			
			Project activity planning			
			Brainstorming			
			Essay writing and mind map			
ORAL COMMUNICATION	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts.	Barriers to communication	1	4	5
			Verbal communication			
			Use of telephone			
			Workplace conflict			
			Conflict resolution			
			Aggressive vs assertive			

INFORMATION GATHERING	115823	Gather and manage for decision-making	Establish information-gathering team. Identify information required.	2	5	10
			Gather information and record information.			
			Report on information gathered.			
			Develop a feedback system.			
	119346	Apply sound communication principles in the coordination of selected public sector communications programmes	Demonstrate an understanding of a communication process used to coordinate selected communications programmes in the public sector.	1	5	5
			Identify and utilise appropriate communication tools and strategies.			
			Overcome barriers to communication.			
			Utilise information technology to enhance communications.			
	119466	Interpret a variety of literary text	Extract meaning from a variety of literary texts.	1	3	5
			Identify and explain features that influence response to texts.			
			Produce own texts in response to literary texts.			