

Module Cluster 2			Module Notional Hour and Credits		Programme Outcomes - Module 2						Legend Indicators										
SAQA ID	Unit Standard Title		Total Credits: 8		Discuss and explain a range of written and oral communication techniques used in the workplace Lead discussions and chair meetings Generate a variety of workplace reports using various data gathering techniques Deliver presentations						Legend		Description								
12433	Use communication techniques effectively		Total Notional Hours: 80 Hours Contact Time: 50 Hours (Workplace) 20 Hours (Classroom) 10 Hours (Assessment)								O	Q	PS	S	CS	T	WA	Abbreviation	Description		
Document Purpose:					1) To clearly demonstrate alignment of the learning programme to the National Qualifications Framework. 2) To clearly outline the learning outcomes and key competencies to be achieved within the learning programme. 3) To define the assessment strategies that will be adopted within the assessment of this learning programme. 4) To identify the delivery methods that will be followed to deliver the learning programme effectively. 5) To accurately reference the alignment of outcomes and resource requirements of the learning programme						C.C.F.O's		Critical Crossfield Outcome								
											EEK		Essential Embedded Knowledge								
											SO		Specific Outcome								
											AC		Assessment Criterion								
UNIT STANDARD INFORMATION					Learning Outcomes			Learning Material Alignment			Delivery		Media, Aids, Equipment		Assessment Strategy		Assessment Reference				
SAQA Info	Time Allocation	Specific Outcomes	Assessment Criteria	Range	C.C.F.O'S	Essential Embedded Knowledge	Facilitator Manual	Learner Manual	Methods	Equipment	O	Q	PS	S	CS	WA	T	Reference			
UNIT STANDARD INFORMATION - SAQA ID: 12433 - NQF Level: 5	Classroom 15 min Assessment 10 min Workplace 40 min	1. Discuss and explain a range of written and oral communication techniques used in the workplace	An understanding of a range of written and oral communication techniques used in the workplace and applicable communication theory is demonstrated.	For the purposes of this unit standard, the learner is required to use a range of advanced written and oral communication techniques required in a meeting situation when working in a supervisory and/or senior technical capacity in a organisation.	Identify and solve problems: Related to workplace communication issues Work effectively with others: In a meeting situation Organise and manage myself and my activities: To effectively communicate in the workplace Collect, analyse, organise and critically evaluate information: To develop workplace reports and presentations Communicate effectively: When leading discussions and chairing meetings When delivering presentations Use science and technology effectively and critically: Apply relevant communication theory Demonstrate an understanding of the world as a set of related systems: Explain the relationship between the effective use of a variety of oral and written communication techniques and effective job functioning as a supervisor/senior technical person	Purpose of: Using a variety of oral and written communication techniques in the workplace Attributes, descriptions, characteristics & properties: Workplace reports Presentations Cause and effect, implications of: Implications of developing reports and presentations that do not meet the needs of the target audience Procedures and techniques: For leading discussions For chairing For gathering data For writing workplace reports For developing presentations For presentation delivery Regulations, legislation, agreements, policies, standards: Applicable company policies and procedures governing communication Theory, rules, principles, laws: Applicable communication theory Relationships, systems: Relationship between the effective use of a variety of oral and written communication techniques and effective job functioning as a supervisor/senior technical person.	Unit Module 2	Standard:	Module Page Reference: Learner Manual Index	2 Lecture, classroom practice	Workbook, Classroom equipment, Facilitator Guide	X							SA – Knowledge Assessment		
	Classroom 15 min Assessment 10 min Workplace 40 min						Unit Module 2	Standard:	Module Page Reference: Learner Manual Index	2 Lecture, classroom practice	Workbook, Classroom equipment, Facilitator Guide	X									
	Classroom 15 min Assessment 10 min Workplace 40 min	2. Lead discussions and chair meetings	Discussions are led and meetings chaired in an effective manner according to standard meeting procedures.	A variety of generated workplace reports and presentations are available for scrutiny.	Presentations are effectively delivered and meet the needs of the target audience.	Unit Module 2	Standard:	Module Page Reference: Learner Manual Index	2 Lecture, classroom practice	Workbook, Classroom equipment, Facilitator Guide	X									SA – Observational Assessment	
	Classroom 15 min Assessment 10 min Workplace 40 min																				Unit Module 2
	Classroom 15 min Assessment 10 min Workplace 40 min	3. Generate a variety of workplace reports using various data gathering techniques	An understanding of a range of written and oral communication techniques used in the workplace and applicable communication theory is demonstrated.	Discussions are led and meetings chaired in an effective manner according to standard meeting procedures.	A variety of generated workplace reports and presentations are available for scrutiny.	Presentations are effectively delivered and meet the needs of the target audience.	Unit Module 2	Standard:	Module Page Reference: Learner Manual Index	2 Lecture, classroom practice	Workbook, Classroom equipment, Facilitator Guide	X									SA – Observational Assessment
	Classroom 15 min Assessment 10 min Workplace 40 min																				
	Classroom 15 min Assessment 10 min Workplace 40 min	4. Deliver presentations	An understanding of a range of written and oral communication techniques used in the workplace and applicable communication theory is demonstrated.	Discussions are led and meetings chaired in an effective manner according to standard meeting procedures.	A variety of generated workplace reports and presentations are available for scrutiny.	Presentations are effectively delivered and meet the needs of the target audience.	Unit Module 2	Standard:	Module Page Reference: Learner Manual Index	2 Lecture, classroom practice	Workbook, Classroom equipment, Facilitator Guide	X									SA – Knowledge Assessment
	Classroom 15 min Assessment 10 min Workplace 40 min																				
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