Accredited Africa Training Institute for Capacity Development
Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa
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COURSE BROCHURE

Use Speaking Signing And Listening Skills Training

Communication Studies and Language / Language

Unit Standard 119630 · NQF Level 1 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the ability to effectively use speaking, signing, and listening skills in diverse workplace contexts. It focuses on enhancing communication to foster collaboration, inclusivity, and productivity within South African corporate environments. By mastering these skills, participants will be able to convey messages clearly, understand others accurately, and adapt their communication style to suit different audiences.

Category	Communication Studies and Language
Subfield	Language
Unit Standard	119630
Accreditation	SAQA Accredited · NQF Level 1 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS — verifiable online

LEARNING OUTCOMES

- Apply active listening techniques to accurately interpret verbal and non-verbal messages.
- Demonstrate effective speaking skills by structuring messages clearly and adjusting tone for different audiences.
- Use basic signing skills to communicate with deaf or hard-of-hearing individuals in a professional setting.
- Analyze communication barriers and implement strategies to overcome them.
- Evaluate the effectiveness of own communication and adjust approaches to improve clarity and impact.
- Design inclusive communication strategies that respect diverse cultural and linguistic backgrounds.

WHO SHOULD ATTEND

- This course is designed for employees at all levels who seek to improve their interpersonal communication skills.
- It is particularly beneficial for team members, supervisors, and customer-facing staff who need to engage with colleagues, clients, or stakeholders effectively.

COURSE OUTLINE

Day 1: **Foundations of Communication – Speaking, Signing and Listening**

- Overview of communication models and contexts.
- Elements of verbal communication: clarity, tone, pace.
- Introduction to South African Sign Language (SASL): alphabet, common phrases.
- Active listening skills: paraphrasing, summarising, questioning.
- Barriers to effective communication: environmental, psychological, cultural.
- Practical exercises: paired speaking and signing activities.

Day 2: **Developing Intermediate Skills – Contextual Application**

- Adapting communication for formal and informal settings.
- Non-verbal communication: gestures, facial expressions, body language.
- Intermediate SASL: work-related signs, numbers, time expressions.
- Listening for main ideas vs. details.
- Giving and receiving feedback effectively.
- Role-plays: customer service, meetings, team discussions.

Day 3: **Integration and Assessment – Applying Skills in Real-World Scenarios**

- Advanced SASL: storytelling, expressing opinions, asking open-ended questions.
- Communication repair strategies: clarification, repetition, rephrasing.
- Cross-cultural communication and inclusivity.
- Self-assessment and peer review of communication skills.
- Summative assessment: simulated workplace or community interaction.
- Action plan for continued skill development.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **6 NQF credits** at **NQF Level 1**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 13,200.00	**R 13,200.00**
1	In-House	R 17,800.00	**R 17,800.00**
1	On-Campus (Pretoria)	R 19,800.00	**R 19,800.00**

UPCOMING SESSIONS

Start	End	Method	Venue
02 Dec 2026	04 Dec 2026	On-Campus	Pretoria, South Africa
02 Dec 2026	04 Dec 2026	On-Campus	Kinshasa, DRC
07 Dec 2026	09 Dec 2026	On-Campus	Bangkok, Thailand
07 Dec 2026	09 Dec 2026	On-Campus	Blantyre, Malawi
07 Dec 2026	09 Dec 2026	On-Campus	Nairobi, Kenya
07 Dec 2026	09 Dec 2026	On-Campus	Kinshasa, DRC
07 Dec 2026	09 Dec 2026	On-Campus	Johannesburg, South Africa
07 Dec 2026	09 Dec 2026	On-Campus	Abu Dhabi, UAE

Contact us if no suitable date is listed — on-demand sessions can be arranged for groups.

HOW TO GET A QUOTATION OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 119630) and click **Get A Quotation**. Select your training method and number of delegates — your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to **apply@aaticd.co.za** — our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically — the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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