



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Engage In A Range Of Speaking Signing And Listening Interactions For A Variety Of Purposes Training

Communication Studies and Language / Language

Unit Standard 119635 · NQF Level 1 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the ability to engage effectively in speaking, signing, and listening interactions across diverse contexts. It develops the skills to interpret verbal and non-verbal cues, adapt communication strategies, and respond appropriately in professional and social settings. Learners will gain confidence in conveying messages clearly and building rapport through active listening and appropriate signing techniques.

Category	Communication Studies and Language
Subfield	Language
Unit Standard	119635
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 interpret and respond to verbal and signed messages accurately.
- Demonstrate the ability to adapt speaking and signing styles to suit different audiences and purposes.
- Evaluate the effectiveness of interpersonal interactions and identify areas for improvement.
- Implement strategies to overcome common communication barriers in diverse settings.
- Analyze non-verbal cues and their impact on the interpretation of messages.
- Design and deliver clear, coherent spoken or signed messages for a range of purposes.

WHO SHOULD ATTEND

- This course is designed for individuals who need to communicate effectively in a variety of contexts, including employees in customer-facing roles, team leaders, and anyone seeking to enhance their interpersonal communication skills.

COURSE OUTLINE

Day 1: Foundations of Effective Communication

- Overview of communication models and processes.
- Verbal and non-verbal communication: speaking, signing, and body language.
- Active listening skills: paraphrasing, clarifying, and reflecting.
- Turn-taking and conversational flow.
- Identifying and overcoming communication barriers.
- Practical exercises: short dyadic interactions with feedback.

Day 2: Adapting Communication for Purpose and Audience

- Purpose-driven communication: informing, persuading, instructing, and entertaining.
- Audience analysis: age, culture, background, and needs.
- Formal vs. informal register and tone.
- Questioning techniques: open, closed, probing, and clarifying.
- Repair strategies: repetition, rephrasing, and checking for understanding.
- Role-play scenarios: workplace, social, and community interactions.

Day 3: Advanced Interactions and Integrated Practice

- Group dynamics and facilitating inclusive discussions.
- Negotiation and conflict resolution techniques.
- Integrated practice: simulated scenarios (e.g., team meeting, customer service, community forum).
- Feedback and reflection: self-assessment and peer evaluation.
- Creating a personal communication development plan.
- Course summary and Q&A.

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 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	05 Aug 2026	On-Campus	Cape Town, South Africa
03 Aug 2026	05 Aug 2026	On-Campus	Lagos, Nigeria
04 Aug 2026	06 Aug 2026	On-Campus	Dubai, UAE
04 Aug 2026	06 Aug 2026	On-Campus	Johannesburg, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Mauritius
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE

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

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 119635) and click **Get A Quote / Apply**. 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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