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 Training

Communication Studies and Language / Language

Unit Standard 119637 · NQF Level 1 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the skills to engage effectively in a range of speaking, signing, and listening interactions in a variety of contexts. It focuses on developing communicative competence for both verbal and non-verbal interactions, including the use of South African Sign Language where applicable. Learners will gain the ability to adapt their communication style to different audiences and purposes, enhancing professional and personal interactions.

Category	Communication Studies and Language
Subfield	Language
Unit Standard	119637
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

- Demonstrate effective speaking skills in various formal and informal interactions.
- Apply active listening techniques to accurately interpret and respond to messages.
- Use appropriate signing skills (e.g., South African Sign Language) to facilitate communication with Deaf or hard-of-hearing individuals.
- Adapt communication strategies to suit different audiences, contexts, and purposes.
- Evaluate and reflect on personal communication interactions to identify areas for improvement.
- Demonstrate respect for diversity and cultural differences in communication.

WHO SHOULD ATTEND

- This course is ideal for individuals in any professional or community setting who need to improve their interpersonal communication skills, including those who interact with Deaf or hard-of-hearing individuals.
- It is suitable for employees, managers, trainers, and service providers seeking to enhance their speaking, signing, and listening abilities.

COURSE OUTLINE

Day 1: **Foundations of Effective Communication**

- Introduction to communication models and barriers.
- Overview of spoken, signed, and non-verbal communication.
- Active listening techniques: paraphrasing, clarifying, and reflecting.
- Fundamentals of South African Sign Language (SASL): alphabet and greetings.
- Understanding audience and adapting communication style.
- Ethical considerations in communication.

Day 2: **Interactive Communication Strategies**

- Types of questions: open, closed, probing.
- Structuring conversations: openings, body, closings.
- Practical exercises in paired speaking and signing interactions.
- Expanding SASL vocabulary: common phrases and requests.
- Non-verbal cues: eye contact, gestures, and facial expressions.
- Repair strategies: repetition, rephrasing, and asking for clarification.

Day 3: **Advanced Interactions and Integration**

- Group dynamics: facilitating inclusive discussions.
- Role-playing complex scenarios: meetings, customer service, and conflict resolution.
- Advanced SASL: storytelling and expressing opinions.
- Cross-cultural communication considerations.
- Self-assessment and peer feedback techniques.
- Action planning 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	Shenzhen, China
02 Dec 2026	04 Dec 2026	On-Campus	Dar es Salaam, Tanzania
08 Dec 2026	10 Dec 2026	On-Campus	Bangkok, Thailand
08 Dec 2026	10 Dec 2026	On-Campus	Blantyre, Malawi
08 Dec 2026	10 Dec 2026	On-Campus	Nairobi, Kenya
08 Dec 2026	10 Dec 2026	On-Campus	Kinshasa, DRC
08 Dec 2026	10 Dec 2026	On-Campus	Johannesburg, South Africa
08 Dec 2026	10 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 119637) 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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