



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

Engage In Speaking Signing And Listening Interactions Training

Communication Studies and Language / Language

Unit Standard 119642 · NQF Level 1 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the essential skills to engage effectively in speaking, signing, and listening interactions in diverse contexts. It focuses on developing communicative competence, active listening, and the ability to interpret and respond appropriately in both verbal and signed communications.

Category	Communication Studies and Language
Subfield	Language
Unit Standard	119642
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 spoken and signed messages.
- Demonstrate appropriate verbal and non-verbal responses in speaking and signing interactions.
- Analyze communication barriers and implement strategies to overcome them.
- Evaluate the effectiveness of own communication in diverse interaction settings.
- Design clear and coherent spoken or signed messages for specific audiences.
- Implement feedback to refine communication skills in real-time interactions.

WHO SHOULD ATTEND

- This course is designed for individuals who need to improve their interpersonal communication skills, including those working in customer service, team environments, or roles requiring interaction with deaf or hard-of-hearing individuals.

COURSE OUTLINE

Day 1: Foundations of Communication and Basic Signing

- Overview of communication models and barriers.
- Introduction to South African Sign Language (SASL) and its cultural context.
- Fingerspelling the alphabet and basic greetings.
- Active listening: paraphrasing, clarifying, and feedback.
- Non-verbal communication cues and their meanings.
- Practical exercises: paired introductions and simple exchanges.
- Reflection on personal communication strengths and areas for growth.

Day 2: Developing Interactive Skills in Signing and Speaking

- Building SASL vocabulary: family, work, and emotions.
- Strategies for clarifying and confirming understanding.
- Role-play scenarios: workplace meetings, customer service, and social gatherings.
- Code-switching between spoken English and SASL.
- Handling misunderstandings and repair strategies.
- Group activities: collaborative storytelling using speech and sign.
- Self-assessment and peer feedback on interaction skills.

Day 3: Advanced Application and Integration in Real-World Contexts

- Advanced SASL: idiomatic expressions and topic-specific signs.
- Managing group discussions with mixed hearing and signing participants.
- Ethical communication: confidentiality, respect, and advocacy.
- Case studies: resolving conflicts and mediating communication.
- Simulated assessment: conduct a formal interaction (e.g., job interview, meeting).
- Feedback and reflection on performance.
- Developing a personal communication development plan.
- Course evaluation and certification.

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	Pretoria, South Africa
03 Aug 2026	05 Aug 2026	On-Campus	Mauritius
04 Aug 2026	06 Aug 2026	On-Campus	Cape Town, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
05 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa

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 119642) 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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