



Oral/signed communication and evaluate spoken/signed texts US1109



Competence at this level will enable learners to participate effectively in oral/signed communication in most situations.

Learners at this level are aware of their audiences and purposes for communication. They listen effectively and critically. They are able to identify or adopt the style and language register required in different situations. They can usually identify the assumptions and inferences in what people say/sign. They speak/sign fluently and confidently in both formal and familiar settings and can articulate their purpose and meaning clearly. They can use language to convey detailed information, and to express their ideas and feelings. They control complex sentence structures and language conventions in their spoken/signed communications.

Benefits of attending this courses

People credited with this unit standard are able to:

- Respond critically yet sensitively as a listener/audience.
- Analyse own responses to spoken/signed texts and adjust as required.
- Use strategies to be an effective speaker/signer in sustained oral/signed interactions.
- Evaluate spoken/signed discourse.

Course Options

- Classroom Facilitated – can be conducted on-site. Talk to us about this option
- Public courses – check the latest schedule for dates
- Digital Blended Learning – Download your text books and attend revision sessions
- Self-study – Download your Text books and assignments and complete at your own pace
- Customised – all learning materials can be customised to include internal SOP's

Who should attend and prerequisites

The credit calculation is based on the assumption that learners are already competent in terms of the following outcomes or areas of learning when starting to learn towards this unit standard: NQF Level 3 unit standard entitled Accommodate audience and context needs in oral/signed communication.

How to Book

Complete the form on our website to enquire about this course and make a booking.

Course Outline – Key Learning Points

- Respond critically yet sensitively as a listener/audience.
- Analyse own responses to spoken/signed texts and adjust as required.
- Use strategies to be an effective speaker/signer in sustained oral/signed interactions.
- Evaluate spoken/signed discourse.

Accreditation and Assessment

MerSETA Unit Standard: NLRD119462

This unit standard is on NQF Level 4 and has 5 credits.

Delegates are required to submit a Portfolio of Evidence (POE) and Final Summative Assessment (FSA) results in order to be accredited against this Unit Standard.

Duration and delivery options

This course is conducted over 1 day.

Where to next..?

After completing this course your next learning opportunities include:

- Organizational Discipline
- Customer Care
- Supervisory and Leadership Skills

About BIZZCO

BIZZCO is an accredited training provider with MerSETA. We specialise in providing training and skills development services for the Supply Chain and Operations environment. We have a number of services specially designed to enhance the performance of your Supply Chain teams.

Why not try our **Competency Assessment** to measure the skills gaps in your Supply Chain? Our website has more information about this service.