

ANALYSE AND PRESENT INFORMATION – NQF LEVEL 4

Duration: 2 days + 1 day follow up
 Target: Candidates competent in NQF Level 3
 Prerequisite: NQF Level 3
 NQF Info: NQF Level 4
 Qualification: National Certificate In Plastics Manufacturing NQF Level 4
 Credits: 11
 Certification: MERSETA accredited
 PFSA Certification.

Unit Standard:
 ➤ Engage in sustained oral communication and evaluate spoken texts [8974]
 ➤ Present information in report format [110023]

Course Objective:
 To use language to convey detailed information, and to use strategies to be an effective speaker in sustained oral interactions. To compile reports related to a selected business function, with content & format appropriate to information requirements and that reporting deadlines are met.

Outcomes: At the end of the course the learners will be able to :

- Respond critically yet sensitively as a listener.
- Analyse own responses to spoken texts and adjust as required.
- Use strategies to be an effective speaker in sustained oral interactions.
- Evaluate spoken discourse.
- Relate the purpose, content, form, frequency and recipients of a range of reports. Identify information sources & organisational procedures for obtaining & distributing information.
- Compile reports related to a selected business function. Liase with relevant parties and verify that reported information is in accordance with requirements.

Contents:

➤ Tone, approach or style is appropriate to context, and is adapted to maintain oral interaction when it breaks down. Pedantic, illogical or aggressive language is identified and modified. Characteristics of a speaker' style, and the impact of non-verbal cues/body language and signals on audiences is analysed. Pause, rhetorical question, exclamation, analogy, emphasis, repetition, rhythm, use of inclusive/exclusive pronouns, stress, intonation, volume is noted. Created templates are used to write the reports and any necessary modifications are made and noted, to ensure compliance with business requirements. The report is distributed in the required manner in time to meet the specified deadline. A table is compiled listing each of the relevant recipients of the reports, a space for comments and with an overall rating of the report.

Assessment and Certification:

- Assignments to be submitted within two weeks following training. One follow up day is required to give feedback on assessed assignments. A PFSA Certificate of Competence is issued to successful candidates
- Relevant credits may be awarded to successful learners upon MERSETA due approval process.

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