



# ANALYSE FEEDBACK CONTEXTS AND APPLY CONSTRUCTIVE FEEDBACK TECHNIQUES

**Unit Standard: 115431**



## Course Information



### Qualification Title

National Certificate: Information Technology (Systems Development)

### Course Title

Analyse Feedback Contexts and Apply Constructive Feedback Techniques

### Course Level

5

### Course Credits

3

### Course Duration

Three days

### Cost of Course

R 2 800,00 per delegate (excluding 15% VAT)

## Course Overview

This Unit Standard is intended:

- To provide fundamental knowledge of the areas covered.
- For those working in, or entering the workplace in the area of business and organisational communication.
- As additional knowledge for those wanting to understand the areas covered.

## Systems Development

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| <b>Who Should Attend?</b> | <ul style="list-style-type: none"> <li>This course is for anyone interested in the field of system development and computer architecture concepts.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Course Objectives</b>  | <ul style="list-style-type: none"> <li>Provide constructive feedback.</li> <li>Analyse feedback contexts and/or situations.</li> <li>Respond constructively to feedback.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Benefits</b>           | <p>Benefits of this course include learning to:</p> <ul style="list-style-type: none"> <li>Work effectively with others as a member of an organisation.</li> <li>Organise and manage him/her self and his/her activities responsibly and effectively.</li> <li>Collect, analyse, organise, and critically evaluate information.</li> <li>Demonstrate an understanding of the world as a set of related systems by recognising that problem-solving contexts do not exist in isolation.</li> <li>Contribute to his/her full personal development and the social and economic development of the society at large by being aware of the importance of reflecting on and exploring a variety of strategies to learn more effectively, exploring education and career opportunities and developing entrepreneurial opportunities.</li> </ul> |

## Course Content

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| <b>Course Modules</b> | <p>Course modules:</p> <ol style="list-style-type: none"> <li>Ensure that the language, content and tone of feedback fit the situation, the occasion, the subject matter and the audience.</li> <li>Describe the behaviour or event which is the focus of feedback, in neutral terms, with the absence of reference to character or personality of the recipient.</li> <li>Identify legal and ethical requirements that impact on the time and place where feedback is provided.</li> <li>Ensure that the content of the message meets the objectives set for providing feedback.</li> <li>Identify issues related to providing feedback in terms of context/situation.</li> <li>Identify the purpose and/or outcomes for specific feedback contexts/situations.</li> </ol> |
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|                                      | <ol style="list-style-type: none"> <li>7. Identify consequences and/or anticipated reactions for specific feedback contexts/situations.</li> <li>8. Ensure that the content and tone of feedback fit the situation, the occasion, the subject matter and the audience.</li> <li>9. Identify the legal and organisational requirements that impact on the type and manner of feedback provided.</li> </ol> |
| <b>Certification and Assessments</b> | <p>All delegates who complete the summative assessment will be assessed, moderated, and receive a SOR (Statement of Results). Thereafter a Certificate of Competence from WWiSE (or SETA for qualifications) will be issued.</p>                                                                                                                                                                          |

## About WWiSE

### Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.

### What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes:

- ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards.
- Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards.
- ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements.

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.