NOCN International Programme

Title	Certificate in Business Communication		
Topic Summary	This programme develops essential professional communication skills for the workplace. It covers effective speaking, writing, listening, and presentation techniques, along with interpreting workplace documents and expanding job-related vocabulary. Participants gain the confidence to communicate clearly and professionally across different business contexts.		
Target Audience		**Length of Study**	60 Hours

Unit(s) Learning Outcomes

Module 1: Business Communication Skills	
Learning Outcome: • Communicate clearly and professionally in a range of workplace situations. • Apply appropriate business vocabulary and grammar in daily tasks.	Assessment Criteria: • Use professional greetings and introductions appropriately. • Apply correct telephone and email etiquette. • Participate effectively in meetings and discussions. • Deliver clear and concise short presentations/updates.
Module 2: Business Writing Skills	

Learning Outcome: Write professional correspondence with accuracy and clarity.	Assessment Criteria: • Write clear and professional emails, memos, and notices. • Summarize information accurately for reports. • Draft structured proposals and formal correspondence.
Module 3: Reading for the Workplace	
Learning Outcome: • Read and interpret workplace documents such as emails, reports and notices.	Assessment Criteria: • Understand instructions, schedules, and policies • Analyze reports and business documents • Extract key information from professional texts
Module 4: Speaking & Listening at Work	
Learning Outcome: • Participate effectively in meetings, discussions, and presentations. • Demonstrate listening skills to follow instructions and contribute to workplace conversations.	Assessment Criteria: □ Use conversational skills effectively in everyday work situations. □ Demonstrate active listening and responds appropriately. □ Perform role plays for meetings, customer interactions, and negotiations with clarity and professionalism.
Module 5: Vocabulary for Business	
Adapt communication style to different business contexts and audiences.	• Demonstrate understanding of key workplace vocabulary across HR, sales, operations, and finance. • Use appropriate business expressions in professional discussions. • Apply functional terms accurately in role-plays, scenarios, or written exercises.

Delivery Style	Classroom Learning	