



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

Public Sector Workplace Performance Management Skills Training

Business, Commerce and Management Studies / Public Administration

Unit Standard 113962 · NQF Level 3 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips public sector managers and HR practitioners with the skills to design, implement, and monitor performance management systems that align with legislative frameworks and organisational goals. Participants will learn to conduct fair performance appraisals, manage underperformance, and foster a culture of continuous improvement within the public service context.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	113962
Accreditation	SAQA Accredited · NQF Level 3 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of performance management within the public sector legislative and regulatory framework.
- Design a performance management system that aligns individual objectives with organisational strategy.
- Implement performance appraisal processes that ensure fairness, transparency, and legal compliance.
- Analyze performance data to identify gaps and develop targeted improvement plans.
- Evaluate the effectiveness of performance management interventions and recommend enhancements.
- Demonstrate the ability to manage underperformance through constructive feedback and remedial action.

WHO SHOULD ATTEND

- This course is designed for managers, supervisors, and HR professionals in the South African public sector who are responsible for implementing or overseeing workplace performance management processes.

COURSE OUTLINE

Day 1: Foundations of Performance Management in the Public Sector

- Overview of the public sector performance management landscape.
- Legislative framework: Public Service Regulations, DPSA directives, and Batho Pele principles.
- Key concepts: performance management vs. performance appraisal.
- The performance management cycle: planning, monitoring, reviewing, and rewarding.
- Roles and responsibilities: managers, employees, HR, and unions.
- Aligning individual performance plans with departmental strategic plans.
- Ethical considerations and managing bias in performance management.

Day 2: Implementing Performance Management Processes and Tools

- Drafting performance agreements: SMART criteria and cascading objectives.
- Setting performance indicators and standards.
- Ongoing monitoring: coaching, feedback, and documentation.
- Conducting performance review meetings: preparation, structure, and communication.
- Managing underperformance: diagnosis, corrective measures, and performance improvement plans.
- Recognising and rewarding good performance within policy constraints.
- Addressing grievances and disputes related to performance assessments.

Day 3: Integrating Performance Management with Organisational Development and Continuous Improvement

- Performance management and skills development: linking to the Workplace Skills Plan.
- Talent management: identifying high performers and succession planning.
- Career development and performance: coaching, mentoring, and personal development plans.
- Analysing performance data for organisational improvement.
- Reviewing and refining performance management policies and procedures.
- Change management: overcoming resistance to performance management.
- Case studies: best practices and lessons learned from South African public entities.
- Developing a personal action plan for applying course learnings.

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 3**.

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 113962) 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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