



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Budget Management For Frontline Service Teams Training

Services / Consumer Services

Unit Standard 114498 · NQF Level 5 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips frontline service teams with practical budgeting skills to plan, monitor, and control operational budgets effectively. Participants will learn to align budget management with service delivery goals while ensuring financial accountability and compliance with organisational policies.

Category	Services
Subfield	Consumer Services
Unit Standard	114498
Accreditation	SAQA Accredited · NQF Level 5 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply budget principles to plan and allocate resources for frontline service operations.
- Monitor actual expenditure against budgeted amounts and identify variances.
- Analyze budget reports to recommend corrective actions within delegated authority.
- Demonstrate compliance with organisational financial policies and procedures.
- Implement cost-control measures without compromising service quality.
- Evaluate the impact of budget decisions on service delivery outcomes.

WHO SHOULD ATTEND

- Frontline service team leaders, supervisors, and coordinators in industries such as hospitality, retail, and public services who are responsible for budget implementation and monitoring.

COURSE OUTLINE

Day 1: Foundations of Budget Management for Frontline Teams

- Introduction to budget management and unit standard 114498
- The budget cycle: planning, implementation, monitoring, and review
- Key budget terminology: income, expenditure, variance, and cost centres
- Types of costs: fixed, variable, and discretionary with service examples
- Practical exercise: reading a simple departmental budget
- Monitoring tools: spreadsheets, expense reports, and variance analysis
- Roles and responsibilities of frontline team members in budget control
- Case study: impact of overspending on service delivery

Day 2: Practical Budget Application and Improvement Strategies

- In-depth variance analysis: calculating and interpreting differences
- Root cause analysis of budget deviations in service environments
- Cost control techniques: prioritising spending, reducing waste, and resource optimisation
- Effective communication of budget information to team members
- Role-play: presenting a budget update to a supervisor
- Developing a team-based budget improvement action plan
- Aligning budget management with organisational goals and service standards
- Final assessment: applying learning to a real-world frontline scenario

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 **5 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 16,200.00	R 16,200.00
1	In-House	R 21,000.00	R 21,000.00
1	On-Campus (Pretoria)	R 24,300.00	R 24,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	05 Aug 2026	On-Campus	Dubai, UAE
04 Aug 2026	05 Aug 2026	On-Campus	Mauritius
04 Aug 2026	05 Aug 2026	On-Campus	Lagos, Nigeria
06 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
06 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
06 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	11 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	11 Aug 2026	On-Campus	Pretoria, 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 114498) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za