



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

Social Security Administration Supervision Skills Training

Business, Commerce and Management Studies / Public Administration

Unit Standard 116249 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips supervisors in social security administration with the skills to manage teams, ensure compliance with South African social security laws, and deliver efficient services. Participants will learn to lead diverse teams, handle grievances, and implement performance management systems within the context of social security frameworks.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	116249
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply South African social security legislation and policies to supervise administration processes effectively.
- Analyse team performance data to identify training needs and improve service delivery.
- Evaluate grievance and disciplinary procedures to resolve conflicts in compliance with labour laws.
- Design workflow improvements to enhance efficiency in social security benefit administration.
- Demonstrate leadership skills to motivate teams and foster a culture of accountability.
- Implement communication strategies to liaise with stakeholders and manage public inquiries.

WHO SHOULD ATTEND

- Current or aspiring supervisors and team leaders working in social security agencies, government departments, or related organisations who are responsible for overseeing administrative staff and service delivery.

COURSE OUTLINE

Day 1: Foundations of Supervision in Social Security Administration

- Overview of the South African social security system (SASSA, UIF, etc.)
- Key legislation: Social Assistance Act, Unemployment Insurance Act, etc.
- Supervisor roles: planning, organising, leading, controlling
- Ethical leadership and Batho Pele principles
- Diversity, equity, and inclusion in the public service

Day 2: Effective Communication and Team Management

- Communication styles and barriers
- Active listening and assertive communication
- Conflict resolution models (e.g., Thomas-Kilmann)
- Running effective team meetings
- Coaching and feedback techniques (e.g., SBI model)

Day 3: Performance Management and Staff Development

- Performance management cycle (planning, monitoring, reviewing)
- SMART goal setting and performance agreements
- Conducting fair and objective performance appraisals
- Personal development plans (PDPs) and skills development
- Addressing underperformance: corrective measures and support

Day 4: Operational Planning, Risk Management, and Compliance

- Operational planning: work schedules, resource allocation
- Risk assessment and mitigation strategies
- Internal controls and fraud prevention
- Quality assurance and service delivery monitoring
- Using client feedback and data for continuous improvement

Day 5: Leadership, Change Management, and Practical Integration

- Leadership styles (transformational, transactional, situational)
- Change management principles (Kotter's 8-step model)
- Leading through organisational change
- Case studies: real-world supervisory challenges
- Action planning: personal development and workplace implementation

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 **8 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Mauritius
03 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
10 Aug 2026	14 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 116249) 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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