



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

Performance Management For South African Municipalities Training

Business, Commerce and Management Studies / Public Administration

Unit Standard 116341 · NQF Level 6 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips municipal managers and officials with the skills to design and implement performance management systems aligned with the South African legislative framework, including the Municipal Systems Act and Performance Management Regulations. Participants will learn to drive accountability, improve service delivery, and foster a culture of continuous improvement within their municipalities.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	116341
Accreditation	SAQA Accredited · NQF Level 6 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the legislative and regulatory framework for performance management in South African municipalities.
- Analyze the performance management cycle, including planning, monitoring, measurement, and review.
- Evaluate individual and organizational performance against key performance indicators (KPIs).
- Design performance agreements and development plans aligned with municipal strategic objectives.
- Implement strategies to address underperformance and recognize excellence.
- Demonstrate the ability to facilitate performance review meetings and provide constructive feedback.

COURSE OUTLINE

Day 1: Foundations of Municipal Performance Management

- Introduction to the Municipal Systems Act (Act 32 of 2000) and related legislation
- Key concepts: performance management, monitoring, evaluation, and reporting
- The rationale for performance management in the local government context
- Overview of the Integrated Development Plan (IDP) and its link to performance
- Roles of Council, Municipal Manager, Section 57 Managers, and other officials
- Introduction to the National Treasury Framework for Managing Programme Performance Information (MFMPI)

Day 2: Strategic Planning and Performance Alignment

- Deconstructing the IDP: vision, mission, strategic objectives, and projects
- Translating IDP objectives into departmental and unit performance plans
- Developing Key Performance Areas (KPA) and Key Performance Indicators (KPIs)
- Principles of effective indicator design: SMART (Specific, Measurable, Achievable, Relevant, Time-bound)
- Aligning the Service Delivery and Budget Implementation Plan (SDBIP) with performance targets
- Introduction to performance planning templates and tools

Day 3: Designing the Performance Management System Framework

- The performance management cycle: planning, monitoring, review, and improvement
- Drafting performance agreements: content, structure, and legal considerations
- Cascading organisational targets to individual performance plans
- Setting weighted performance measures and targets
- Designing mid-year and annual performance assessment processes
- Policies and procedures for the performance management system

Day 4: Data Collection, Monitoring, and Verification

- Types of performance data: quantitative, qualitative, input, output, outcome, impact
- Data sources: administrative records, surveys, community feedback, GIS, etc.
- Designing data collection instruments and templates
- Principles of data quality: accuracy, completeness, timeliness, consistency
- Internal verification and validation procedures
- Introduction to performance dashboards and tracking tools

Day 5: Performance Reporting and Communication

- Legislative reporting requirements: quarterly and annual performance reports
- Structuring performance reports: executive summary, analysis, recommendations
- Data analysis techniques: variance analysis, trend analysis, benchmarking
- Visualising data: charts, graphs, and infographics for clear communication
- Communicating with Council, communities, and other stakeholders
- Responding to queries and managing perceptions around performance

Day 6: Performance Review, Assessment, and Evaluation

- The performance assessment interview: preparation, conduct, and documentation
- Giving and receiving constructive feedback: models and techniques
- Addressing underperformance: identification, root cause analysis, and support plans
- Principles of fair and objective assessment
- Linking performance to municipal reward and recognition schemes (where applicable)

- Managing performance records and confidentiality

Day 7: Using Performance Information for Decision-Making and Improvement

- Evidence-based decision-making in a municipal context
- Analytical tools: root cause analysis (e.g., 5 Whys, Fishbone diagram)
- Developing and implementing Performance Improvement Plans (PIPs)
- Resource re-allocation and operational adjustments based on performance
- Knowledge management and learning from performance successes and failures
- Building a culture of accountability and results-orientation

Day 8: Integrating Performance Management with Other Municipal Systems

- Performance management and risk management integration
- The role of internal audit in validating performance information
- Performance-informed budgeting and the Medium-Term Revenue and Expenditure Framework (MTREF)
- Linking performance to supply chain management and procurement
- Performance management as a pillar of good governance and the Code of Conduct for Municipal Staff
- Oversight by Council, Municipal Public Accounts Committees (MPACs), and external bodies

Day 9: Sustainability, Review, and Capstone Application

- Conducting a system review and maturity assessment of the performance management system
- Planning for system maintenance, training, and capacity building
- Case study analysis: applying the full performance cycle to a municipal service (e.g., waste management, water provision)
- Developing a personal action plan for implementing performance management practices
- Group presentation of draft performance plans and peer feedback
- Course wrap-up, reflection, and evaluation

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 **12 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 36,600.00	R 36,600.00
1	In-House	R 47,600.00	R 47,600.00
1	On-Campus (Pretoria)	R 55,000.00	R 55,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Mauritius
12 Aug 2026	24 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	26 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	27 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	28 Aug 2026	On-Campus	Shenzhen, China

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 116341) 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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