



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

Team Leader Responsibilities for Organisational Standards

Business, Commerce and Management Studies / Generic Management

Unit Standard 242821 · NQF Level 4 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips team leaders with the knowledge and skills to ensure that organisational standards are consistently met within their teams. Participants will learn to identify, monitor, and uphold quality, safety, and performance standards in line with company policies and regulatory requirements.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	242821
Accreditation	SAQA Accredited · NQF Level 4 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Identify the key organisational standards relevant to their team's function and industry.
- Apply monitoring techniques to track team performance against set standards.
- Evaluate deviations from standards and implement corrective actions.
- Demonstrate effective communication of standards and expectations to team members.
- Analyze the impact of standards on team productivity and morale.
- Implement continuous improvement strategies to maintain and enhance standards.

WHO SHOULD ATTEND

- This course is designed for current and aspiring team leaders, supervisors, and line managers who are responsible for ensuring that their teams meet organisational standards.

COURSE OUTLINE

Day 1: Understanding Organisational Standards and Team Leader Roles

- Introduction to organisational standards (quality, safety, environmental).
- Overview of relevant legislation and industry regulations.
- The team leader's responsibilities in communicating standards.
- Policy and procedure documentation.
- Case studies on compliance and non-compliance.
- Group discussion: Challenges in maintaining standards.

Day 2: Implementing and Monitoring Standards

- Communication techniques for standards (meetings, briefings, visual aids).
- Monitoring methods: observation, inspections, and reporting.
- Giving and receiving feedback effectively.
- Problem-solving for non-compliance.
- Introduction to continuous improvement processes.
- Role-play: Conducting a standards briefing and feedback session.

Day 3: Leading a Standards-Driven Team

- Building a standards culture: recognition and rewards.
- Coaching and mentoring for compliance.
- Conflict resolution when standards are challenged.
- Reporting and documentation for management.
- Creating a personal action plan for standards leadership.
- Final assessment: Case study analysis and presentation.

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 4**.

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
10 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	19 Aug 2026	On-Campus	Durban, South Africa
17 Aug 2026	19 Aug 2026	On-Campus	Dubai, UAE

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 242821) 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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