



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

Manage Work Performance in Public Sector

Business, Commerce and Management Studies / Public Administration

Unit Standard 242862 · NQF Level 3 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips public sector employees with the skills to manage their own work performance effectively within the South African public service context. Participants will learn to apply performance management principles, set goals aligned with organizational objectives, and monitor their progress to enhance service delivery. The course is designed to foster accountability and continuous improvement in the public sector workplace.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242862
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

- Demonstrate understanding of the public sector performance management framework and its legislative basis.
- Apply techniques to set personal performance goals and performance standards aligned to organizational objectives.
- Monitor and evaluate own work performance against agreed standards using appropriate tools.
- Analyze performance feedback and implement corrective actions to improve work outcomes.
- Reflect on own performance and identify areas for continuous professional development.
- Implement strategies to manage time, resources, and priorities effectively in a public sector environment.

WHO SHOULD ATTEND

- Public sector employees at all levels who are responsible for managing their own performance, including administrative staff, junior managers, and professionals in government departments or agencies.

COURSE OUTLINE

Day 1: Foundations of Performance Management in the Public Sector

- Overview of the public sector performance management framework (e.g., PMDS, DPSA guidelines).
- Legislative requirements: Public Service Act, Public Service Regulations, and relevant collective agreements.
- Roles and responsibilities: manager, employee, HR, and unions.
- The performance management cycle: planning, monitoring, review, and reward.
- Setting SMART objectives and performance standards.
- Aligning individual performance with organisational goals.
- Introduction to performance agreements and work plans.

Day 2: Monitoring, Reviewing, and Providing Feedback

- Methods for monitoring performance: observation, reports, key performance indicators.
- Coaching and mentoring for performance improvement.
- Preparing for and conducting performance review meetings.
- Evidence-based assessment: using performance data and documentation.
- Giving constructive feedback: the SBI model (Situation-Behaviour-Impact).
- Managing underperformance: identifying causes, corrective measures, and improvement plans.
- Managing performance disputes and grievances.
- Documentation: completing performance assessment forms and reports.

Day 3: Performance Rewards, Development, and Integration

- Performance rewards: pay progression, bonuses, and non-monetary recognition.
- Performance improvement plans (PIPs): design and implementation.
- Personal development plans (PDPs): linking performance gaps to training and development.
- Integration with talent management, succession planning, and disciplinary processes.
- Evaluating performance management system effectiveness: metrics and feedback.
- Ethical considerations in performance management.
- Case studies and best practices in the public sector.

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
04 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Mauritius
05 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	12 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Mauritius
11 Aug 2026	13 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	13 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 242862) 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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