



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

Service Provider Contracting and Capacity Building

Business, Commerce and Management Studies / Public Administration

Unit Standard 242867 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to advise, capacitate, and contract service providers in a professional manner. It focuses on building sustainable partnerships, ensuring compliance with contractual obligations, and enhancing service delivery through effective capacity building.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242867
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of service provider selection and contracting to ensure compliance with organisational policies and legislation.
- Analyze service provider capacity and identify development needs to enhance performance.
- Evaluate contractual terms and conditions to mitigate risks and ensure mutual benefit.
- Design capacity building plans that address identified gaps and promote long-term sustainability.
- Implement monitoring and evaluation mechanisms to track service provider performance.
- Demonstrate effective communication and negotiation skills when engaging with service providers.

WHO SHOULD ATTEND

- This course is designed for procurement officers, contract managers, project coordinators, and anyone involved in selecting, developing, and managing service providers within an organization.

COURSE OUTLINE

Day 1: Introduction to Service Provider Contracting and Capacity Building

- Overview of service provider contracting and capacity building.
- Stakeholder identification and role clarification.
- Legal and regulatory framework (e.g., PPPFA, CIDB).
- Ethical considerations in contracting.
- Introduction to capacity building concepts.
- Case studies of successful capacity building initiatives.

Day 2: Contracting Processes and Documentation

- Procurement lifecycle: planning, solicitation, evaluation, award.
- Developing scopes of work and specifications.
- Key contract clauses: performance, payment, termination.
- Tender documentation and evaluation criteria.
- Negotiation techniques for service agreements.
- Contract management basics.

Day 3: Capacity Building Needs Assessment and Planning

- Needs assessment methodologies (surveys, interviews, gap analysis).
- Developing a capacity building plan.
- Types of interventions: training, mentoring, coaching.
- Resource allocation for capacity building.
- Monitoring and evaluation frameworks.
- Reporting on capacity building progress.

Day 4: Implementation and Performance Management

- Implementation strategies and timelines.
- Establishing KPIs and performance targets.
- Performance monitoring and reporting mechanisms.
- Managing non-performance: corrective actions and penalties.
- Dispute resolution and communication strategies.
- Building partnerships for long-term success.

Day 5: Evaluation, Improvement, and Integration

- Evaluation methods: audits, reviews, feedback loops.
- Documenting lessons learned.
- Continuous improvement planning.
- Integrating capacity building into organizational strategy.
- Case studies of integrated approaches.
- Final assessment and course wrap-up.

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 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 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 242867) 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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