



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 Improvement in Public Sector

Business, Commerce and Management Studies / Public Administration

Unit Standard 242874 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips public sector employees with the skills to manage their own performance improvement process effectively. Participants will learn to set performance goals, monitor progress, and implement corrective actions to enhance service delivery.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242874
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply performance improvement principles to own work context
- Analyze personal performance gaps using relevant tools
- Develop a personal performance improvement plan with measurable objectives
- Implement strategies to enhance individual performance
- Monitor and evaluate progress against set performance targets
- Demonstrate accountability for own performance improvement

WHO SHOULD ATTEND

- This course is designed for all public sector employees who are required to manage their own performance, including entry-level to mid-level staff in national, provincial, or local government.

COURSE OUTLINE

Day 1: Foundations of Performance Improvement in the Public Sector

- Overview of the public sector performance management framework (DPSA, MFMA, etc.)
- Key performance areas (KPA) and performance indicators in government departments
- Identifying performance gaps: data collection and analysis methods
- Root cause analysis techniques: fishbone diagram, 5 Whys, Pareto analysis
- Designing a performance improvement plan (PIP) with SMART objectives
- Implementing PIPs: roles, responsibilities, and timelines
- Monitoring and evaluation: dashboards, scorecards, and reporting
- Case study: successful performance improvement in a South African government entity

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 **4 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	03 Aug 2026	On-Campus	Mauritius
04 Aug 2026	04 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	05 Aug 2026	On-Campus	Dubai, UAE
06 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
06 Aug 2026	06 Aug 2026	On-Campus	Lagos, Nigeria
07 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	10 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	11 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 242874) 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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