



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

Ward Committee Development Project Service Delivery Support

Business, Commerce and Management Studies / Public Administration

Unit Standard 242895 · NQF Level 2 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips Ward Committee members and support staff with the skills to effectively facilitate and support development project service delivery within a Ward Committee context. Participants will learn to coordinate project activities, engage stakeholders, and monitor service delivery outcomes to ensure alignment with community needs.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242895
Accreditation	SAQA Accredited · NQF Level 2 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of project management to support development project service delivery in a Ward Committee context.
- Analyze community needs and stakeholder expectations to inform project planning and implementation.
- Evaluate the effectiveness of service delivery interventions using appropriate monitoring and evaluation tools.
- Demonstrate effective communication and conflict resolution skills when engaging with community stakeholders.
- Implement strategies to facilitate inclusive participation in development projects.
- Design a simple project support plan that aligns with Ward Committee priorities and municipal frameworks.

WHO SHOULD ATTEND

- This course is designed for Ward Committee members, community development workers, and municipal support staff involved in facilitating development projects and service delivery at ward level.

COURSE OUTLINE

Day 1: Understanding Ward Committees and Service Delivery Context

- Overview of local government and the ward committee system
- Legal frameworks: Constitution, Municipal Structures Act, and relevant bylaws
- Roles and functions of ward committees in service delivery
- Stakeholder mapping: community, councillors, and municipal officials
- Common service delivery issues and citizen expectations

Day 2: Communication and Community Engagement

- Communication models and barriers in community settings
- Techniques for facilitating meetings and public hearings
- Conflict resolution and negotiation skills
- Engaging marginalised groups and youth
- Reporting back to communities: transparency and accountability

Day 3: Monitoring and Evaluating Service Delivery

- Introduction to monitoring and evaluation (M&E) concepts
- Designing simple M&E frameworks for ward committees
- Data collection methods: surveys, focus groups, and observation
- Analysing service delivery data and identifying trends
- Reporting findings to the municipality and community

Day 4: Project Planning and Resource Mobilisation

- Project cycle management for community projects
- Resource mapping: local assets, volunteers, and funding sources
- Budgeting basics and financial controls
- Proposal writing for small grants and municipal funding
- Procurement procedures and ethical considerations

Day 5: Integrated Service Delivery Support and Action Planning

- Case studies of successful ward committee interventions
- Creating a ward-based service delivery improvement plan
- Presentation skills for advocacy and reporting
- Networking and partnerships with civil society and government
- Course review and action planning for implementation

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 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Mauritius
03 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
10 Aug 2026	14 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 242895) 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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