



## 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

# Public Sector Service Delivery Charter Development

Business, Commerce and Management Studies / Public Administration

Unit Standard 243115 · NQF Level 6 · 10 Credits · 7 Days

## COURSE OVERVIEW

This course equips public sector managers and officials with the skills to develop a service delivery charter that aligns with Batho Pele principles and legislative requirements. Participants will learn to consult stakeholders, define service standards, and establish accountability mechanisms to enhance citizen satisfaction.

|                 |                                            |
|-----------------|--------------------------------------------|
| Category        | Business, Commerce and Management Studies  |
| Subfield        | Public Administration                      |
| Unit Standard   | 243115                                     |
| Accreditation   | SAQA Accredited · NQF Level 6 · 10 Credits |
| Duration        | 7 days                                     |
| Training Method | Online, On-Campus, In-House                |
| Certificate     | Issued via AATICD LMS – verifiable online  |

## LEARNING OUTCOMES

- Analyze the legislative and policy framework for service delivery charters in the South African public sector.
- Consult with stakeholders to identify service delivery needs and expectations.
- Design a service delivery charter that includes measurable standards, complaint mechanisms, and redress procedures.
- Implement the charter through communication, training, and integration with existing systems.
- Evaluate the charter's effectiveness using performance indicators and feedback mechanisms.

## WHO SHOULD ATTEND

- Public sector managers, municipal officials, and government employees involved in service delivery planning, policy implementation, or community engagement.

## COURSE OUTLINE

### Day 1: Introduction to Public Sector Service Delivery and the Charter Framework

- Overview of public sector service delivery challenges in South Africa
- Definition and objectives of a Service Delivery Charter
- Legal and policy mandates: Constitution, Batho Pele, and relevant legislation
- Stakeholder identification: communities, government departments, and oversight bodies
- The role of the Public Service Commission and other monitoring agencies
- Case study: Existing SDCs in South Africa (e.g., Home Affairs, Health)

### Day 2: Service Delivery Standards and Performance Indicators

- Components of service standards: accessibility, quality, timeliness, and responsiveness
- Developing SMART performance indicators
- Citizen feedback mechanisms and service delivery surveys
- Benchmarking service standards against best practices
- Drafting service commitments: from consultation to finalisation
- Practical exercise: Drafting service standards for a selected public service

### Day 3: Stakeholder Engagement and Consultation Processes

- Stakeholder mapping and analysis
- Methods of engagement: public meetings, surveys, focus groups, and digital platforms
- Managing diverse interests and resolving conflicts
- Incorporating feedback into charter drafting
- Communication strategies for transparency and accountability
- Practical exercise: Simulating a stakeholder consultation session

### Day 4: Drafting the Service Delivery Charter

- Standard template for SDCs: preamble, principles, standards, complaints mechanisms, review clauses
- Writing service commitments: language, scope, and legal implications
- Incorporating redress and complaint handling procedures
- Aligning with sector-specific regulations and national priorities
- Quality assurance and peer review of draft charters
- Practical exercise: Drafting sections of a mock SDC

### Day 5: Implementation Planning and Change Management

- Implementation roadmap: phases, milestones, and deliverables
- Resource mobilisation: budget, staff, and infrastructure
- Change management strategies for public sector organisations
- Communication and training plans for staff
- Monitoring and evaluation: data collection, reporting, and corrective actions
- Practical exercise: Developing an implementation plan for a chosen charter

### Day 6: Monitoring, Evaluation, and Reporting

- Monitoring tools: scorecards, dashboards, and citizen feedback systems
- Evaluation methodologies: quantitative and qualitative approaches
- Reporting formats and frequency
- Using data to drive continuous improvement
- Oversight and accountability: role of the Public Protector, Auditor-General, and Parliament

- Case study: Analysing a real SDC evaluation report

#### Day 7: Review, Finalisation, and Future Directions

- Finalising the SDC: incorporating feedback from peers and facilitators
- Approval processes: internal sign-off and public launch
- Periodic review cycles and charter renewal
- Innovations in service delivery: digital transformation and citizen-centric design
- Networking and sharing best practices
- Course wrap-up and evaluation

## 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 **10 NQF credits** at **NQF Level 6**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 31,000.00        | R 31,000.00 |
| 1         | In-House             | R 40,400.00        | R 40,400.00 |
| 1         | On-Campus (Pretoria) | R 46,500.00        | R 46,500.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                   |
|-------------|-------------|-----------|-------------------------|
| 07 Aug 2026 | 17 Aug 2026 | On-Campus | Pretoria, South Africa  |
| 07 Aug 2026 | 17 Aug 2026 | On-Campus | Lagos, Nigeria          |
| 10 Aug 2026 | 18 Aug 2026 | On-Campus | Durban, South Africa    |
| 10 Aug 2026 | 18 Aug 2026 | On-Campus | Mauritius               |
| 11 Aug 2026 | 19 Aug 2026 | On-Campus | Cape Town, South Africa |
| 12 Aug 2026 | 20 Aug 2026 | On-Campus | Dubai, UAE              |
| 13 Aug 2026 | 21 Aug 2026 | On-Campus | Pretoria, South Africa  |
| 14 Aug 2026 | 24 Aug 2026 | On-Campus | Abu Dhabi, 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](http://www.aaticd.co.za), open the page for this course (Unit Standard 243115) 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](mailto: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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