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 Protocols and Agreements

Business, Commerce and Management Studies / Public Administration

Unit Standard 243119 · NQF Level 6 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips public sector officials with the skills to develop and produce service delivery protocols and agreements that align with legislative frameworks and Batho Pele principles. Participants will learn to design, implement, and evaluate protocols to enhance accountability, transparency, and citizen satisfaction.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	243119
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

- Apply Batho Pele principles and relevant legislation to develop service delivery protocols.
- Analyze stakeholder needs and consult relevant parties to inform protocol design.
- Design service delivery agreements that specify standards, roles, and performance indicators.
- Implement protocols and agreements through effective communication and training.
- Evaluate service delivery against agreed standards and recommend improvements.
- Demonstrate compliance with public sector governance frameworks in all documentation.

WHO SHOULD ATTEND

- This course is designed for public sector managers, policy developers, and service delivery coordinators in national, provincial, or local government who are responsible for drafting or implementing service delivery agreements.

COURSE OUTLINE

Day 1: Introduction to Public Sector Service Delivery

- Overview of the South African public sector
- Constitutional mandates for service delivery
- The Batho Pele principles
- Stakeholder roles: government, citizens, and service providers
- Introduction to service delivery agreements (SDAs

Day 2: Service Delivery Protocols and Standards

- What are service delivery protocols?
- National Service Delivery Standards
- Departmental service charters
- Developing and implementing protocols
- Monitoring compliance with protocols

Day 3: Service Delivery Agreements (SDAs)

- Definition and purpose of SDAs
- Types of SDAs: inter-departmental, with agencies, with communities
- Components of an SDA: scope, roles, responsibilities, timelines
- KPIs and performance targets
- Legal and regulatory requirements

Day 4: Negotiation and Stakeholder Engagement

- Negotiation principles in public sector context
- Stakeholder identification and analysis
- Community engagement strategies
- Conflict resolution mechanisms
- Case studies on successful stakeholder engagement

Day 5: Performance Monitoring and Evaluation

- Monitoring and evaluation (M&E;) concepts
- Designing M&E; frameworks for SDAs
- Data collection methods
- Performance reporting formats
- Corrective actions and continuous improvement

Day 6: Service Delivery Challenges and Solutions

- Common challenges: backlogs, corruption, inefficiency
- Technology solutions: e-government, online portals
- Best practices from successful departments
- Risk management in service delivery
- Case studies on service delivery failures and turnarounds

Day 7: Integration and Action Planning

- Review of key concepts
- Developing a service delivery improvement plan
- Presentation skills for public sector proposals
- Peer feedback and revision

- Commitment to continuous learning and application

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 22,800.00	**R 22,800.00**
1	In-House	R 30,700.00	**R 30,700.00**
1	On-Campus (Pretoria)	R 34,100.00	**R 34,100.00**

UPCOMING SESSIONS

Start	End	Method	Venue
02 Dec 2026	10 Dec 2026	On-Campus	Pretoria, South Africa
03 Dec 2026	11 Dec 2026	On-Campus	Dar es Salaam, Tanzania
04 Dec 2026	14 Dec 2026	On-Campus	Shenzhen, China
07 Dec 2026	15 Dec 2026	On-Campus	Kinshasa, DRC
08 Dec 2026	16 Dec 2026	On-Campus	Abu Dhabi, UAE
08 Dec 2026	16 Dec 2026	On-Campus	Bangkok, Thailand
09 Dec 2026	17 Dec 2026	On-Campus	Nairobi, Kenya
09 Dec 2026	17 Dec 2026	Online	—

Contact us if no suitable date is listed — on-demand sessions can be arranged for groups.

HOW TO GET A QUOTATION OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 243119) and click **Get A Quotation**. 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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