



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 Management System Review for Motor Retail

Business, Commerce and Management Studies / Generic Management

Unit Standard 243475 · NQF Level 6 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with the skills to critically review and revise a performance management system specifically tailored for the motor retail industry. Participants will learn to assess system effectiveness, identify gaps, and implement improvements that align with business objectives and regulatory requirements. The course ensures that performance management practices drive employee development and organisational success.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	243475
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

- Analyse the current performance management system in a motor retail business to identify strengths and weaknesses.
- Evaluate the alignment of performance management practices with organisational strategy and legislative requirements.
- Design revised performance management processes that address identified gaps and enhance employee engagement.
- Implement a revised performance management system, including communication and training plans for stakeholders.
- Monitor and review the revised system to ensure continuous improvement and sustained effectiveness.
- Demonstrate compliance with relevant labour legislation and industry best practices in performance management.

WHO SHOULD ATTEND

- This course is designed for HR practitioners, line managers, and business owners in the motor retail sector who are responsible for designing, implementing, or improving performance management systems.

COURSE OUTLINE

Day 1: Introduction to Performance Management in the Motor Retail Sector

- Overview of performance management vs. performance appraisal
- The motor retail industry context: challenges and opportunities
- Legal and regulatory requirements
- Roles: HR, line managers, employees
- Ethics and fairness in performance management

Day 2: The Performance Management Cycle – Planning

- The performance management cycle: planning, monitoring, reviewing, rewarding
- SMART goal setting
- Cascading objectives from organizational to individual level
- KPI development for motor retail: sales targets, customer satisfaction, technical efficiency
- Performance agreements and documentation

Day 3: Monitoring and Coaching for Performance

- Continuous monitoring: check-ins, progress reviews
- Feedback models (e.g., SBI – Situation-Behavior-Impact)
- Coaching skills for managers
- Performance improvement plans (PIPs)
- Documentation of monitoring activities

Day 4: Performance Review and Appraisal Methods

- Appraisal methods: rating scales, 360-degree feedback, MBO, BARS
- Calibration sessions to ensure consistency
- Common biases: halo effect, leniency, central tendency
- Review meeting structure and communication skills
- Linking reviews to rewards and recognition

Day 5: Addressing Poor Performance and Grievances

- Diagnosing performance issues: skill, will, or external factors
- Progressive discipline: verbal warning, written warning, final warning
- Incapacity and poor work performance procedures
- Grievance handling in the motor retail context
- Case studies: common scenarios in dealerships

Day 6: Performance Management System Review and Evaluation

- Metrics for evaluating PMS: employee engagement, turnover, productivity
- Gathering feedback from stakeholders
- Conducting a system audit
- Change management models (e.g., Kotter's 8 steps)
- Reporting and presenting findings

Day 7: Integration, Implementation Planning, and Assessment

- Developing a PMS review report
- Action planning and timeline
- Stakeholder communication strategy
- Final assessment: case study analysis and presentation

- Course wrap-up and resources

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
03 Aug 2026	11 Aug 2026	On-Campus	Johannesburg, South Africa
04 Aug 2026	12 Aug 2026	On-Campus	Mauritius
05 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
06 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
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

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 243475) 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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