



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

Staff Training and Development Planning for Managers

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 243952 · NQF Level 4 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips managers with the skills to systematically plan and implement staff training and development within their area of responsibility. Participants will learn to identify training needs, design development plans, and evaluate the impact of training on performance. The course aligns with SAQA Unit Standard 243952, ensuring compliance with national quality assurance requirements.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	243952
Accreditation	SAQA Accredited · NQF Level 4 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyze the training and development needs of staff in own area of responsibility.
- Design a training and development plan that aligns with organizational goals and individual career paths.
- Implement training and development activities using appropriate methods and resources.
- Evaluate the effectiveness of training and development interventions against set criteria.
- Apply relevant legislation, policies, and procedures in planning staff development.
- Demonstrate effective communication and consultation with stakeholders during the planning process.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, and supervisors who are responsible for the training and development of staff in their teams or departments.
- It is also suitable for HR practitioners seeking to enhance their planning capabilities.

COURSE OUTLINE

Day 1: Foundations of Staff Training and Development

- Introduction to staff training and development
- The business case for investing in employee development
- Managerial roles in training and development
- Legislative and regulatory context (SAQA, NQF, Skills Development Act)
- The systematic training cycle
- Key stakeholders: HR, line managers, employees, training providers
- Ethical considerations in training and development

Day 2: Planning and Designing Training Interventions

- Training needs analysis: methods and tools
- Writing learning outcomes and linking to unit standards
- Selecting training methods: on-the-job, off-the-job, blended learning
- Resource identification and budgeting
- Developing a training plan and schedule
- Integrating training with performance management and career development
- Documentation requirements: training records, policies, and procedures

Day 3: Implementation, Evaluation, and Continuous Improvement

- Training implementation: roles, communication, and support
- Evaluating training: Kirkpatrick's four levels
- Collecting and analysing evaluation data
- Reporting training outcomes to management and committees
- Continuous improvement: feedback loops and updating training plans
- Building a learning culture and encouraging self-directed development
- Action planning for transfer of learning to the workplace

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 **6 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	19 Aug 2026	On-Campus	Durban, South Africa
17 Aug 2026	19 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 243952) 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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