



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Technical Service Delivery in Local Government

Business, Commerce and Management Studies / Public Administration

Unit Standard 244299 · NQF Level 3 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with a comprehensive understanding of technical service delivery within the local government context. It covers the key areas of service delivery, including water, sanitation, electricity, roads, and waste management, and explores the legislative and regulatory frameworks governing these services. Participants will gain the skills to identify challenges and apply best practices to improve service delivery in their municipalities.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	244299
Accreditation	SAQA Accredited · NQF Level 3 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Describe the key areas of technical service delivery in local government, including water, sanitation, electricity, roads, and waste management.
- Explain the legislative and regulatory frameworks that govern technical service delivery in South Africa.
- Analyze the challenges and constraints affecting technical service delivery in local government.
- Evaluate the roles and responsibilities of different stakeholders in technical service delivery.
- Apply principles of good governance and customer care to improve technical service delivery.
- Demonstrate an understanding of the integration of technical services with other municipal functions.

WHO SHOULD ATTEND

- This course is designed for municipal officials, technical service managers, and local government employees involved in planning, implementing, or monitoring technical services.
- It is also suitable for community representatives and councillors seeking to understand technical service delivery processes.

COURSE OUTLINE

Day 1: Introduction to Technical Service Delivery in Local Government

- Overview of local government structure and functions.
- Legislative framework: Municipal Systems Act, Municipal Structures Act.
- Batho Pele principles and their application.
- Types of technical services: water, sanitation, electricity, roads, waste management.
- Stakeholders in service delivery: communities, councillors, officials.
- Challenges in technical service delivery: infrastructure backlogs, funding, capacity.
- Ethical considerations and accountability.
- Introduction to service delivery models.

Day 2: Infrastructure Planning and Asset Management

- Infrastructure planning process: needs assessment, feasibility studies, design.
- Asset management frameworks: ISO 55000, GIAMA.
- Components of an asset register: identification, valuation, condition.
- Lifecycle costing and depreciation.
- Condition assessment methods: visual inspection, testing.
- Prioritisation criteria: risk, criticality, community impact.
- Maintenance strategies: preventive, corrective, predictive.
- Budgeting for infrastructure maintenance and renewal.

Day 3: Service Delivery Standards and Quality Assurance

- National standards: SANS, water quality standards, electricity regulations.
- Local by-laws and service level agreements.
- Quality assurance frameworks: ISO 9001, SABS.
- Key performance indicators: water quality compliance, response times, customer satisfaction.
- Monitoring and evaluation methods: surveys, reports, site visits.
- Internal and external audits.
- Corrective actions and continuous improvement.
- Case studies of quality failures and lessons learned.

Day 4: Project Management for Technical Services

- Project management lifecycle: initiation, planning, execution, monitoring, closure.
- Work breakdown structures and scheduling.
- Resource management: human, financial, material.
- Risk identification and mitigation strategies.
- Stakeholder communication and engagement.
- Procurement processes: tender documentation, evaluation.
- Contract management and oversight.
- Reporting and documentation.

Day 5: Operational Management and Service Continuity

- Operational planning: shift schedules, workload balancing.
- Service continuity planning: backup systems, redundancy.
- Disaster recovery: emergency response plans, business continuity.
- Health and safety regulations: OHS Act, risk assessments.
- Environmental management: waste disposal, pollution control.

- Incident management: reporting, investigation, corrective actions.
- Customer complaints handling and resolution.
- Performance monitoring and operational reports.

Day 6: Community Engagement and Communication

- Principles of community participation: IDP processes, ward committees.
- Communication channels: newsletters, social media, public meetings.
- Techniques for effective public speaking and presentations.
- Handling difficult questions and complaints.
- Conflict resolution and negotiation skills.
- Building trust and relationships with communities.
- Reporting back to communities on service delivery performance.
- Case studies of successful community engagement.

Day 7: Integration, Assessment, and Action Planning

- Review of key concepts and themes.
- Group exercise: developing a service delivery improvement plan.
- Presentation and peer feedback.
- Individual assessment: written test and practical demonstration.
- Reflection on learning and application to workplace.
- Resources for further learning: SAQA, SALGA, COGTA.
- Professional development pathways.
- Course evaluation and certification.

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 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 28,200.00	R 28,200.00
1	In-House	R 36,700.00	R 36,700.00
1	On-Campus (Pretoria)	R 42,300.00	R 42,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
07 Aug 2026	17 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Mauritius
13 Aug 2026	21 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	25 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, open the page for this course (Unit Standard 244299) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za