



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

Monitor and Evaluate Team Performance Standards

Business, Commerce and Management Studies / Generic Management

Unit Standard 252034 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips managers and team leaders with the skills to systematically monitor and evaluate team performance against established standards. Participants learn to use performance data to provide constructive feedback, identify development needs, and drive continuous improvement within their teams. The focus is on aligning individual performance with organisational goals while fostering a culture of accountability and growth.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	252034
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply performance monitoring techniques to track team members' progress against agreed standards.
- Analyze performance data to identify gaps, trends, and areas for improvement.
- Evaluate individual and team performance against defined criteria using objective measures.
- Provide constructive feedback to team members based on evaluation results.
- Implement corrective actions and development plans to address performance shortfalls.
- Document and report performance evaluation outcomes in accordance with organisational policies.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, supervisors, and HR professionals who are responsible for overseeing team performance and ensuring adherence to performance standards in a corporate or operational environment.

COURSE OUTLINE

Day 1: Introduction to Team Performance Standards

- Overview of performance management systems
- Legal and regulatory framework in South Africa
- Components of a performance standard: criteria, indicators, targets
- Types of performance measures: output, outcome, process
- Introduction to the Plan-Do-Check-Act cycle for teams

Day 2: Setting and Communicating Performance Standards

- SMART goal setting for teams
- Participatory standard-setting techniques
- Communication strategies for performance expectations
- Documenting standards: templates and formats
- Case study: aligning standards with business objectives

Day 3: Monitoring Techniques and Tools

- Direct observation and work sampling
- Performance dashboards and scorecards
- Feedback mechanisms: 360-degree, peer review
- Data collection instruments: checklists, logs, surveys
- Ethical considerations in monitoring

Day 4: Evaluating Performance and Providing Feedback

- Data analysis techniques: trend analysis, variance analysis
- Root cause analysis tools: fishbone, 5 Whys
- Feedback models: Situation-Behaviour-Impact (SBI)
- Coaching for performance improvement
- Writing evaluation reports

Day 5: Integration, Reporting, and Continuous Improvement

- Reporting formats for different audiences
- Facilitating performance review meetings
- Continuous improvement cycles: Kaizen, PDCA
- Recognition and rewards for high performance
- Evaluating and refining the M&E; process

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 **8 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

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 252034) 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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