



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@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Coaching First Line Managers Selection

Business, Commerce and Management Studies / Generic Management

Unit Standard 252035 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips managers and HR practitioners with the skills to identify, select, and coach first-line managers effectively. Participants will learn to assess candidates against organizational criteria, conduct structured selection processes, and provide coaching to enhance leadership performance. The focus is on building a pipeline of capable front-line leaders who drive team productivity and alignment with strategic goals.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	252035
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 a structured selection process to identify suitable candidates for first-line management positions.
- Analyze job requirements and organizational culture to define selection criteria for first-line managers.
- Evaluate candidate competencies and potential using appropriate assessment tools and techniques.
- Design a coaching plan to support the development and performance of newly appointed first-line managers.
- Implement coaching strategies that address identified gaps in leadership, communication, and decision-making skills.
- Demonstrate the ability to provide constructive feedback and monitor progress against agreed performance goals.

WHO SHOULD ATTEND

- This course is designed for experienced managers, HR professionals, and team leaders responsible for selecting and developing first-line managers within their organization.

COURSE OUTLINE

Day 1: Foundations of First Line Management Selection

- Introduction to first line management: roles, responsibilities, and challenges.
- Competency framework for first line managers.
- Overview of the selection process: steps and stakeholders.
- Legal and ethical framework: Employment Equity Act, Labour Relations Act.
- Bias and fairness in selection.
- Documentation: job descriptions, person specifications.

Day 2: Selection Criteria and Assessment Methods

- Defining selection criteria: KSAOs (Knowledge, Skills, Abilities, Other attributes).
- Assessment methods: interviews, psychometric tests, assessment centres, work samples.
- Structured behavioural interviewing techniques.
- Developing interview guides and rating scales.
- Introduction to psychometric assessments: types and uses.
- Validity, reliability, and fairness of assessment methods.

Day 3: Conducting Selection Interviews and Assessments

- Role-play: conducting behavioural interviews.
- Scoring and evaluating interview responses.
- Practical: administering a personality questionnaire and a cognitive ability test.
- Observing and rating candidates in group exercises.
- Providing constructive feedback to candidates.
- Handling difficult interview situations.

Day 4: Decision-Making and Selection Reporting

- Integrating assessment results: weighting and combining scores.
- Making selection decisions: candidate ranking and shortlisting.
- Writing selection reports: structure, content, and confidentiality.
- Reference checking: methods and legal considerations.
- Bias and groupthink in decision-making.
- Case study: making a selection decision from multiple candidates.

Day 5: Implementation and Continuous Improvement

- Implementing selection processes: timelines, resources, communication.
- Evaluating selection outcomes: metrics and feedback loops.
- Continuous improvement: updating criteria and methods.
- Change management for new selection processes.
- Final simulation: complete selection process from job analysis to decision.
- Course review and action planning.

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
03 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Mauritius
03 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, 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 252035) 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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