



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

Managing Substandard Team Performance

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 252189 · NQF Level 5 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips team leaders and supervisors with the skills to identify, address, and manage substandard performance within a team. Participants will learn to apply performance management principles, conduct constructive feedback sessions, and implement improvement plans in line with South African labour legislation.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	252189
Accreditation	SAQA Accredited · NQF Level 5 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Identify and document substandard performance using objective criteria and evidence.
- Apply appropriate communication techniques to provide constructive feedback to team members.
- Analyze the root causes of substandard performance and differentiate between skill, will, and environmental factors.
- Design and implement a performance improvement plan (PIP) in consultation with the team member.
- Evaluate the effectiveness of interventions and adjust strategies to support sustained performance improvement.
- Demonstrate compliance with relevant labour legislation and organisational policies when managing performance issues.

WHO SHOULD ATTEND

- Team leaders, supervisors, and managers who are responsible for managing team performance in a corporate or operational environment.

COURSE OUTLINE

Day 1: Understanding Team Performance and Identifying Substandard Performance

- Definition and dimensions of team performance.
- Indicators of substandard performance: productivity, quality, behaviour.
- Root cause analysis: individual, team, and systemic factors.
- Performance management cycle and documentation.
- Communication skills for feedback: constructive and supportive approaches.
- Legal framework: labour relations, employment equity, and company policies.
- Case study: identifying substandard performance in a team.

Day 2: Strategies for Managing and Improving Substandard Performance

- Designing and implementing a Performance Improvement Plan (PIP).
- Coaching and mentoring for performance enhancement.
- Monitoring and tracking performance metrics.
- Managing resistance and conflict during feedback sessions.
- Progressive discipline and corrective action.
- Documentation and reporting requirements.
- Evaluating effectiveness of interventions.
- Creating a supportive environment for continuous improvement.

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

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 16,200.00	R 16,200.00
1	In-House	R 21,000.00	R 21,000.00
1	On-Campus (Pretoria)	R 24,300.00	R 24,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
11 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	12 Aug 2026	On-Campus	Mauritius
13 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
13 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
13 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	18 Aug 2026	On-Campus	Durban, 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 252189) 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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