



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

Service Provider Selection and Development for Forwarding

Services / Transport, Operations and Logistics

Unit Standard 252260 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the competencies to select and develop service providers for forwarding operations. It covers criteria for provider selection, performance monitoring, and relationship management to ensure efficient and compliant supply chains.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	252260
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 criteria to evaluate and select service providers for forwarding operations.
- Analyze service provider performance against agreed service level agreements.
- Evaluate development needs of service providers to enhance operational efficiency.
- Design a service provider development plan aligned with organisational goals.
- Implement monitoring mechanisms to ensure compliance with legal and regulatory requirements.
- Demonstrate effective communication and negotiation with service providers.

WHO SHOULD ATTEND

- This course is designed for logistics managers, supply chain coordinators, and forwarding professionals responsible for selecting, contracting, and developing third-party service providers.

COURSE OUTLINE

Day 1: Introduction to Service Provider Selection in Forwarding

- Overview of the freight forwarding value chain
- Types of service providers: carriers, warehousing, customs brokers
- Criteria for selection: cost, reliability, capacity, compliance
- Introduction to Service Level Agreements (SLAs)
- Regulatory requirements: SAQA, SARS, and transport legislation
- Ethical considerations in provider selection
- Stakeholder analysis and communication
- Case study: Selecting a carrier for cross-border transport

Day 2: Developing Service Provider Evaluation Frameworks

- Components of a provider evaluation framework
- Quantitative metrics: cost per unit, transit time, error rates
- Qualitative metrics: responsiveness, flexibility, reputation
- Risk assessment: financial stability, operational risks
- Request for Quotation (RFQ) and Request for Proposal (RFP) processes
- Weighted scoring models
- Due diligence and background checks
- Workshop: Creating a provider scorecard

Day 3: Negotiating and Contracting with Service Providers

- Negotiation principles: BATNA, ZOPA, and tactics
- Key contract terms: pricing, liability, termination, force majeure
- Legal considerations: South African contract law, Incoterms
- Performance monitoring: KPIs, dashboards, and reporting
- Relationship management: communication, conflict resolution
- Service level agreement (SLA) development
- Case study: Negotiating a warehousing contract
- Role-play: Contract negotiation simulation

Day 4: Managing Service Provider Performance and Development

- Performance management cycle: plan, monitor, review, improve
- Key Performance Indicators (KPIs) for forwarding providers
- Conducting effective provider performance reviews
- Corrective actions and improvement plans
- Technology tools: TMS, dashboards, data analytics
- Collaborative improvement: joint business planning
- Escalation procedures and dispute resolution
- Workshop: Designing a provider scorecard and review process

Day 5: Strategic Provider Selection and Development Integration

- Strategic alignment: provider selection with business goals
- Supplier development programs: training, capacity building
- Sustainability and ethical sourcing in provider selection
- Compliance audits: SAQA, ISO, and industry standards
- Capstone project: Develop a provider selection and development plan

- Presentation of capstone projects
- Course review and assessment
- Action planning for implementation

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 252260) 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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