



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

Professional Leadership and Practice Quality Management

Agriculture and Nature Conservation / Primary Agriculture

Unit Standard 252614 · NQF Level 7 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips leaders in extension and advisory services with the competencies to demonstrate professionalism and manage quality within their practice. Participants will learn to uphold ethical standards, foster a culture of continuous improvement, and apply quality management principles to enhance service delivery.

Category	Agriculture and Nature Conservation
Subfield	Primary Agriculture
Unit Standard	252614
Accreditation	SAQA Accredited · NQF Level 7 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply professional ethics and values to guide personal and team conduct in extension practice.
- Analyze the principles of quality management and their application in extension settings.
- Evaluate current practices against quality standards and identify areas for improvement.
- Design a quality management plan that includes monitoring, evaluation, and corrective actions.
- Implement strategies to foster a professional culture and continuous quality improvement within the team.
- Demonstrate leadership in managing quality and professionalism through effective communication and accountability.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, and senior practitioners in extension, community development, or advisory services who are responsible for leading teams and ensuring quality outcomes.

COURSE OUTLINE

Day 1: Foundations of Professional Leadership and Quality Management

- Introduction to professional leadership: definitions and characteristics.
- Overview of quality management: history, principles, and importance.
- The link between leadership and quality: creating a quality culture.
- Key quality management frameworks: ISO 9001, TQM, and others.
- Roles and responsibilities of a professional leader in quality.
- Ethical considerations in leadership and quality management.

Day 2: Quality Management Systems and Standards

- Structure and documentation of a QMS.
- ISO 9001:2015 requirements: context, leadership, planning, support, operation, performance evaluation, improvement.
- Process approach: identifying processes, inputs, outputs, and interactions.
- Quality policy and objectives: setting and communicating.
- Risk-based thinking in quality management.
- Practical exercise: mapping a simple process.

Day 3: Leadership Skills for Quality Improvement

- Leadership styles: transformational, transactional, servant, and situational.
- Effective communication: active listening, feedback, and conflict resolution.
- Motivating teams for quality: recognition and reward systems.
- Coaching and mentoring for continuous improvement.
- Change management models: Kotter's 8-step, ADKAR.
- Overcoming resistance to quality changes.

Day 4: Quality Tools and Techniques for Continuous Improvement

- Seven basic quality tools: flowcharts, check sheets, histograms, Pareto charts, cause-and-effect diagrams, scatter diagrams, control charts.
- Root cause analysis: 5 Whys, fishbone diagram.
- PDCA (Plan-Do-Check-Act) cycle: steps and application.
- Introduction to statistical process control: variation and capability.
- Benchmarking and best practices.
- Practical exercise: using a quality tool on a case study.

Day 5: Performance Measurement and Auditing

- Performance measurement: KPIs, balanced scorecard, dashboards.
- Internal auditing: purpose, types, and principles.
- Audit planning: scope, criteria, and checklists.
- Conducting audits: opening meeting, evidence gathering, and closing meeting.
- Audit reporting: nonconformities, observations, and corrective actions.
- Follow-up and closure of audits.
- Practical exercise: simulated audit.

Day 6: Strategic Quality Planning and Leadership

- Strategic planning: vision, mission, and quality objectives.
- Quality function deployment (QFD) for customer focus.
- Leading cross-functional teams: collaboration and conflict management.
- Project management for quality initiatives: scope, timeline, resources.

- Cost of quality: prevention, appraisal, failure costs.
- Case study: developing a quality improvement plan.

Day 7: Integration, Review, and Action Planning

- Review of key concepts: leadership, QMS, tools, auditing, strategy.
- Sustaining quality: continuous improvement culture.
- Personal action plan: goals, resources, timeline, measures.
- Peer feedback and refinement of action plans.
- Course evaluation and certification preparation.
- Group discussion: challenges and solutions in professional practice.

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 7**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,800.00	R 23,800.00
1	In-House	R 30,900.00	R 30,900.00
1	On-Campus (Pretoria)	R 35,600.00	R 35,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
21 Aug 2026	31 Aug 2026	On-Campus	Harare, Zimbabwe
21 Aug 2026	31 Aug 2026	On-Campus	Dubai, UAE
24 Aug 2026	01 Sep 2026	On-Campus	Victoria Falls, Zimbabwe
24 Aug 2026	01 Sep 2026	On-Campus	Abu Dhabi, UAE
25 Aug 2026	02 Sep 2026	On-Campus	Durban, South Africa
26 Aug 2026	03 Sep 2026	On-Campus	Shenzhen, China
27 Aug 2026	04 Sep 2026	On-Campus	Harare, Zimbabwe
28 Aug 2026	07 Sep 2026	On-Campus	Bangkok, Thailand

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 252614) 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