



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 Level Agreements for Transport Functions

Services / Transport, Operations and Logistics

Unit Standard 255805 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips transport and logistics professionals with the skills to establish, implement, and maintain effective service level agreements (SLAs) within a transport function. Participants will learn to negotiate, monitor, and review SLAs to ensure service delivery aligns with organisational objectives and regulatory requirements.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	255805
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

- Analyze the key components and legal requirements of service level agreements in a transport context.
- Design SLA frameworks that align with organisational goals and regulatory standards.
- Implement processes for monitoring and measuring service delivery against agreed SLA targets.
- Evaluate SLA performance data to identify areas for improvement and recommend corrective actions.
- Demonstrate the ability to negotiate and revise SLAs with service providers to address changing operational needs.
- Apply dispute resolution techniques to manage SLA-related conflicts effectively.

WHO SHOULD ATTEND

- This course is designed for transport managers, fleet supervisors, logistics coordinators, and supply chain professionals who are responsible for managing service provider relationships and ensuring contractual compliance in transport operations.

COURSE OUTLINE

Day 1: Introduction to Service Level Agreements

- What is a Service Level Agreement?
- Importance of SLAs in transport operations
- Key elements: scope, parties, service description
- Legal framework and enforceability
- SLA vs. Memorandum of Understanding (MoU)
- Examples of SLAs in transport (e.g., fleet management, logistics)
- Benefits and challenges of SLAs
- Overview of the course structure

Day 2: SLA Development and Negotiation

- Steps in SLA development: needs analysis, design, review
- Stakeholder identification and engagement
- Defining service levels: availability, response time, resolution time
- Selecting appropriate KPIs for transport (e.g., on-time delivery, vehicle uptime)
- Negotiation strategies and conflict resolution
- Drafting SLA clauses: roles, responsibilities, exclusions
- Review and approval processes
- Case study: developing an SLA for a courier service

Day 3: SLA Implementation and Monitoring

- Implementation roadmap: communication, training, go-live
- Monitoring tools: automated systems, manual checks
- Reporting frequency and templates
- Dashboard design for transport KPIs
- Performance review meetings
- Handling non-compliance: service credits, penalties, escalation
- Change management and SLA amendments
- Practical exercise: creating a monitoring dashboard

Day 4: SLA Review and Continuous Improvement

- SLA review cycles: quarterly, annual
- Performance analysis techniques: trend analysis, benchmarking
- Root cause analysis tools: fishbone diagram, 5 Whys
- Gathering feedback from stakeholders
- Revising SLA terms: scope, KPIs, targets
- Continuous improvement frameworks (e.g., PDCA)
- Best practices for SLA management
- Group activity: conducting a mock SLA review

Day 5: Integration and Case Studies

- SLA integration with transport strategy and operations
- Case studies: successful and failed SLAs in transport
- Lessons learned from industry examples
- Group project: develop a full SLA for a transport scenario
- Presentation of group projects

- Peer review and feedback
- Final assessment and course wrap-up
- Resources for ongoing learning

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 255805) 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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