



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

Operations Planning and Implementation

Law, Military Science and Security / Safety in Society

Unit Standard 256054 · NQF Level 6 · 9 Credits · 6 Days

COURSE OVERVIEW

This course equips learners with the skills to plan and implement operational activities effectively within a business unit. It focuses on developing operational plans, allocating resources, and monitoring performance to ensure alignment with organisational objectives.

Category	Law, Military Science and Security
Subfield	Safety in Society
Unit Standard	256054
Accreditation	SAQA Accredited · NQF Level 6 · 9 Credits
Duration	6 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Develop an operational plan that aligns with organisational goals and objectives.
- Allocate resources, including human, financial, and material resources, to implement the operational plan.
- Implement the operational plan by coordinating activities and communicating roles and responsibilities.
- Monitor and evaluate operational performance against planned targets using appropriate metrics.
- Adjust operational plans based on feedback and changing circumstances to improve efficiency.
- Demonstrate compliance with relevant policies, procedures, and legislative requirements.

WHO SHOULD ATTEND

- This course is designed for supervisors, team leaders, and junior managers responsible for planning and overseeing daily operations in a corporate or industrial environment.

COURSE OUTLINE

Day 1: Foundations of Operations Planning

- Introduction to operations management and planning.
- The operations planning process: from strategy to execution.
- Key elements of an operational plan: goals, tasks, timelines, resources.
- Aligning operations with organisational strategy.
- Overview of resource types: human, financial, material, and technological.
- Basic forecasting techniques for demand and capacity.
- Case studies: successful operations planning examples.
- Group discussion: identifying planning gaps in own organisation.

Day 2: Resource Management and Capacity Planning

- Capacity planning concepts: design capacity, effective capacity, and actual output.
- Demand forecasting methods: qualitative and quantitative.
- Resource levelling and smoothing techniques.
- Tools for capacity management: Gantt charts, load charts.
- Managing bottlenecks and constraints.
- Budgeting for operations: cost estimation and control.
- Workshop: creating a resource allocation plan for a given scenario.
- Review of key performance indicators (KPIs) for operations.

Day 3: Process Design and Workflow Optimisation

- Process mapping techniques: flowcharts, swimlane diagrams.
- Value stream mapping and waste identification.
- Lean principles: 5S, Kaizen, and continuous improvement.
- Workflow optimisation: balancing workload and reducing cycle time.
- Quality management basics: ISO standards, Six Sigma.
- Process simulation and what-if analysis.
- Group exercise: redesign a process for a case study.
- Discussion: change management and employee buy-in.

Day 4: Implementation Planning and Scheduling

- From plan to action: breaking down tasks into work packages.
- Scheduling techniques: critical path method (CPM), PERT.
- Using project management software for scheduling.
- Risk assessment and mitigation strategies.
- Contingency planning for operations disruptions.
- Monitoring and control: dashboards, variance analysis.
- Workshop: create a Gantt chart for a sample project.
- Role-play: handling a scheduling conflict.

Day 5: Performance Measurement and Continuous Improvement

- Selecting and defining KPIs: leading vs. lagging indicators.
- Data collection methods and tools.
- Performance dashboards and reporting.
- Continuous improvement models: PDCA, DMAIC.
- Root cause analysis techniques: 5 Whys, fishbone diagram.

- Benchmarking and best practices.
- Case study: improving a failing process.
- Group exercise: conduct a root cause analysis.

Day 6: Integration, Review, and Practical Application

- Consolidating the operational plan: linking resources, processes, and schedules.
- Stakeholder communication and reporting.
- Leadership skills for operations managers: motivation, delegation.
- Reviewing and revising plans: lessons learned.
- Final project: develop and present an operational plan for a real or simulated organisation.
- Peer review and feedback session.
- Course wrap-up and action planning.
- Assessment of learning outcomes.

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 **9 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 28,200.00	R 28,200.00
1	In-House	R 36,600.00	R 36,600.00
1	On-Campus (Pretoria)	R 42,200.00	R 42,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	17 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	18 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa
13 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE
14 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
14 Aug 2026	21 Aug 2026	On-Campus	Mauritius
17 Aug 2026	24 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE

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 256054) 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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