



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

EFQM Internal Assessor

Custom Courses / Human Resources and Training

Unit Standard AATICD-0065 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to conduct internal assessments using the EFQM Excellence Model. Participants will learn to evaluate organisational performance against EFQM criteria, identify strengths and areas for improvement, and provide actionable feedback to drive continuous improvement.

Category	Custom Courses
Subfield	Human Resources and Training
Unit Standard	AATICD-0065
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the EFQM Excellence Model framework to evaluate organisational processes and results.
- Analyze organisational performance data against EFQM criteria to identify strengths and improvement areas.
- Evaluate evidence gathered during internal assessments to form objective and balanced conclusions.
- Design assessment reports that clearly communicate findings, scores, and recommendations.
- Demonstrate professional conduct and ethical standards during internal assessment activities.
- Implement corrective and improvement actions based on assessment feedback.

WHO SHOULD ATTEND

- This course is designed for quality managers, internal auditors, process owners, and team leaders responsible for assessing and improving organisational performance using the EFQM model.

COURSE OUTLINE

Day 1: Introduction to EFQM and the Assessment Framework

- Overview of the EFQM Model and its evolution.
- The Fundamental Concepts of Excellence.
- The nine criteria and their sub-criteria.
- Introduction to RADAR (Results, Approach, Deployment, Assessment, Refinement).
- Role and responsibilities of an internal assessor.
- Benefits of self-assessment for continuous improvement.

Day 2: Understanding RADAR and Scoring

- RADAR: Results – what to look for.
- RADAR: Approach – soundness, integration.
- RADAR: Deployment – implementation breadth.
- RADAR: Assessment & Refinement – measurement, learning.
- Scoring guidelines and calibration.
- Group exercise: scoring a short case study.

Day 3: Conducting the Self-Assessment Process

- Steps in the self-assessment process.
- Evidence collection: interviews, documents, data.
- Analysing evidence using RADAR.
- Identifying strengths and improvement areas.
- Documenting assessment findings.
- Group exercise: simulate a self-assessment on a case study.

Day 4: Reporting and Feedback Techniques

- Structure of an assessment report.
- Writing actionable findings and recommendations.
- Feedback principles: objectivity, respect, clarity.
- Role-play: delivering feedback to a team.
- Managing resistance and questions.
- Linking assessment outputs to improvement planning.

Day 5: Integration, Final Assessment, and Certification

- Full mock assessment: scenario-based group work.
- Scoring and report writing under timed conditions.
- Peer review and calibration of scores.
- Q&A; session on real-world application.
- Recap of key learning points.
- Certification requirements and next steps.

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 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
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK

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 AATICD-0065) 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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