



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 Leaders for Excellence

Custom Courses / Leadership and Management

Unit Standard AATICD-0080 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips leaders and managers with the skills to apply the EFQM Excellence Model as a strategic framework for driving organisational excellence. Participants will learn to assess current performance, identify improvement areas, and lead transformation initiatives that enhance stakeholder value and sustainable success.

Category	Custom Courses
Subfield	Leadership and Management
Unit Standard	AATICD-0080
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 Model criteria to evaluate organisational performance and maturity.
- Analyze stakeholder needs and align strategic objectives with EFQM principles.
- Evaluate current leadership practices and design improvement plans using RADAR logic.
- Implement a systematic approach to drive continuous improvement and innovation.
- Demonstrate the ability to lead change initiatives that embed a culture of excellence.

WHO SHOULD ATTEND

- Senior managers, directors, and aspiring leaders responsible for strategic direction and performance improvement in public or private sector organisations.

COURSE OUTLINE

Day 1: Foundations of Excellence and EFQM Framework

- Introduction to EFQM and its global impact
- The EFQM Model: RADAR, Criteria, and Fundamental Concepts
- The Fundamental Concepts of Excellence
- Leadership as a catalyst for organisational transformation
- Overview of the EFQM assessment process

Day 2: Leadership and Strategy Deployment

- Leadership behaviours and organisational culture
- Vision, mission, and values in the EFQM context
- Strategy development and deployment using RADAR
- Balanced scorecard and performance indicators
- Case study: Leadership driving strategic change

Day 3: Stakeholder Focus and Process Management

- Stakeholder identification and engagement strategies
- Customer focus and relationship management
- Process design, mapping, and improvement
- Innovation and creativity in process management
- Partner and supplier management

Day 4: People, Culture, and Performance Measurement

- People strategy and workforce planning
- Employee engagement and empowerment
- Performance measurement frameworks
- Data-driven decision making
- Culture of continuous improvement and learning

Day 5: Integrated Excellence and Assessment Preparation

- Integration of strategy, processes, people, and results
- Self-assessment techniques and RADAR scoring
- Identifying gaps and prioritising improvements
- Developing a roadmap for excellence
- Course review and action planning

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 17,700.00	R 17,700.00
1	In-House	R 23,100.00	R 23,100.00
1	On-Campus (Pretoria)	R 26,700.00	R 26,700.00

UPCOMING SESSIONS

Start	End	Method	Venue
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK
07 Sep 2026	11 Sep 2026	On-Campus	Mauritius
07 Sep 2026	11 Sep 2026	On-Campus	Pretoria, South Africa
07 Sep 2026	11 Sep 2026	On-Campus	Abu Dhabi, UAE
07 Sep 2026	11 Sep 2026	On-Campus	Harare, Zimbabwe

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-0080) 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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