



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

Developing Purchasing Policies, Processes and SLAs

Custom Courses / Procurement and Supply Chain Management

Unit Standard AATICD-0123 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips procurement and supply chain professionals with the skills to design, implement, and maintain robust purchasing policies, processes, and service level agreements (SLAs). Participants will learn to align procurement activities with organisational strategy, ensure compliance, and optimise supplier relationships.

Category	Custom Courses
Subfield	Procurement and Supply Chain Management
Unit Standard	AATICD-0123
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

- Analyse organisational needs to design purchasing policies that support strategic objectives.
- Develop standardised purchasing processes that enhance efficiency and control.
- Draft service level agreements that clearly define supplier expectations and performance metrics.
- Implement monitoring mechanisms to evaluate compliance with purchasing policies and SLAs.
- Evaluate the effectiveness of purchasing processes and recommend improvements.
- Demonstrate the ability to manage supplier relationships through clear SLAs and performance reviews.

WHO SHOULD ATTEND

- Procurement officers, supply chain managers, and business owners responsible for developing or improving purchasing frameworks within their organisations.

COURSE OUTLINE

Day 1: Foundations of Purchasing Policies and Governance

- Introduction to purchasing policies and their importance
- Regulatory framework: PPPFA, PFMA, and BBBEE considerations
- Policy vs. process vs. procedure
- Ethical procurement and conflict of interest
- Stakeholder roles in policy development
- Overview of the procurement cycle

Day 2: Designing and Implementing Purchasing Processes

- Process mapping techniques (flowcharts, swimlanes)
- Approval authority matrices
- Segregation of duties in procurement
- Developing SOPs for requisition, ordering, and receiving
- Risk identification and mitigation in purchasing
- Documentation and record-keeping requirements

Day 3: Service Level Agreements (SLAs) in Procurement

- Anatomy of an SLA: scope, KPIs, and service levels
- Key performance indicators for suppliers
- Legal considerations and remedies for non-performance
- SLA negotiation strategies
- Linking SLAs to purchasing contracts
- Case study: SLA development exercise

Day 4: Monitoring, Evaluation, and Continuous Improvement

- Procurement metrics and dashboards
- Supplier scorecards and performance reviews
- Root cause analysis for process failures
- Corrective and preventive action plans
- Benchmarking best practices
- Change management for process improvements

Day 5: Integration, Implementation, and Practical Application

- Consolidating policy, process, and SLA documents
- Implementation planning and stakeholder buy-in
- Training and communication strategies
- Simulation: end-to-end procurement scenario
- Final assessment and feedback
- Course wrap-up 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 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
03 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
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

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-0123) 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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