

PURPOSE OF THE PROGRAMME

The purpose of this programme is to equip the learners with the necessary knowledge, skills and attitudes to manage service providers within their workplaces.

PROGRAMME OUTCOMES

On completion of this programme learners will be able to:

- Identify and verify the nature of service provision required.
- Draft basic terms of reference to outline the nature of the service provision.
- Utilise the most appropriate tool to source applications from prospective service providers.
- Contract the service providers.
- Develop contracts with service providers
- Manage outputs from service providers
- Take action in the event of the outputs not being achieved

PROGRAMME OUTLINE

- Procurement and legislation
- Service Provision
- Manage non- performance
- Service Level Agreements

LEARNING ASSUMED TO BE IN PLACE

Delegates wishing to enroll on this programme should be competent in Communication at NQF Level 4.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL against these unit standards are allowed. Application forms are available from our offices.

METHODOLOGY

Training Programme Duration: 2 Days

Assessment: Portfolio of evidence will be submitted within three weeks after completing the training. Assessment activities include evaluating service level agreements and questioning to test knowledge and ability to apply.

Certification: This includes obtaining endorsement from the SETQAA.

Unit Standard(s):

- 109999 - Manage service providers in a selected organisation
- 14552 - Advise, capacitate and contract service providers

NQF Level: 4

Credits: 8

TARGET GROUP

- Line managers
- HR managers
- Administration managers
- Administration clerks

BENEFITS

- Increased productivity
- Effective procurement
- BEE application and compliance
- Credits towards a qualification
- Improved opportunities to claim skills grants