



Fully-accredited Service Provider with the Services Seta

PERFORMANCE MANAGEMENT TRAINING

Based on the unit standard 11473
Manage Individual and Team Performance

This unit standard is intended for people who are or who aspire to become supervisors or line managers at any level. Persons credited with this unit standard are able to set performance goals and measures; to formulate development plans; and to monitor and evaluate performance.

Candidates should be able to:

- Understand the work environment
- Gather and use information relevant to managing individual and team performance
- Apply basic negotiation, interviewing and Interpersonal skills

This programme with 8 credits at NQF Level 4 is covered in a 3-day intensive small-group training intervention which addresses the following activities:

- understand what performance management entails
- know what the main purposes of performance management are
- describe the seven pillars that must be in place to manage performance effectively
- understand the performance management cycle
- use the right steps to manage performance effectively
- prepare yourself and the candidate for the performance contracting session
- do performance contracting in the correct way
- use performance documentation in the correct way
- monitor and measure performance by using the correct methods and techniques
- plan a performance appraisal session effectively
- guide the candidate to prepare for the performance appraisal session
- perform a performance appraisal session by using the steps in the process correctly
- give feedback on good performance effectively
- give feedback on development areas in the correct way
- compile an action plan correctly
- address poor performance in the correct way.

Assessment requirements are:

- An open-book knowledge test
- Completion of a detailed portfolio of evidence, which needs to be submitted within 6 months of the training .

HOW THE TRAINING PROCESS WORKS

1. Registration for training in one of the venues nationwide with the Edutel Office @ 011 760 4252
2. Complete the 3-day learning programme
3. Write the knowledge test within two months of the training having taken place
4. Complete the portfolio of evidence within 6 months of the training
5. Submit the portfolio for assessment
6. Successful candidates' results are submitted to the W&RSETA for national registration
7. Certificates of Competence are issued to competent Learners
8. All NQF credits for competent learners are registered on the National Learner Records Database (NLRD) for future reference, and credit for further training in future.

please visit our website:
<http://www.edutel.co.za>

COSTS **R4 620.00 PLUS VAT**

The course fee includes the training, study material and assessment. Lunch and refreshments are included. Accommodation or travelling arrangements and expenses are the responsibility of the candidate.

FURTHER ENQUIRIES
Tricia or Jenny 011 760 4252