



MANAGE SERVICE PROVIDERS (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Manage service providers in a selected organisation
Unit Standard ID:	109999
NQF Level:	4
Credit Value:	5

INTRODUCTION

This Unit Standard is intended for all persons working in Administration in commercial and non-commercial organisations. It is also intended for other people who have the task of managing service providers to an organisation.

The qualifying learners is capable of:

- Describing the elements of service provider management
- Developing contracts for service providers
- Evaluating the deliverables of service providers
- Managing service providers who do not deliver on contracts.

Elements of a contract include, parties involved, dates, objectives, expiry dates, responsibilities of parties, outputs of parties.

Service providers provide services including market research and marketing companies, infrastructure, policy, training and technical assistance and technology and product development.

COURSE CONTENT

Describe the Elements of Service Provider Management

- Importance of developing and signing contracts with providers
- Elements of contracts
- Impact of service providers' delivery
- Formulating deliverables

Develop Contracts for Service Providers

- Categories of service providers
- Outputs for categories of service providers
- Project plans for service providers for the delivery of products / services
 - Drawing up a project plan
- Contracts for service providers

Evaluate the Deliverables of Service Providers

- Monitor the service provision
- Check the final outputs of service providers
- Make payments for services

Manage Service Providers Who Do Not Deliver on Contracts

- Calculate the cost of lack of delivery
- Conduct an investigation into the reasons for the lack of delivery
- Identify different courses of action
- Implement the identified course of action

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.



Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.

Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

***To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.***

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