

Course information

Introduction

Organisations need to purchase products and services to satisfy their long-term needs. Careful planning and an analysis of what will be needed provides an indication of what is to be purchased, from whom and when. Whether internal or external providers are used, a specific level of service delivery is expected. This course empowers attendees to manage providers in such a way that optimum service is obtained.

Unit standards

This course is aligned to unit standard 109999 *Manage service providers in a selected organisation*.

Course content

During this course, the following topics are covered:

- Why contract service providers?
- How to source appropriate service providers
- The elements of service provider management
- Contracts for service providers
- Deliverables of service providers
- Service providers who do not deliver on contracts.

Duration

Three days

Please note

A certificate of competence will be issued once a Portfolio of Evidence (PoE) has been submitted and the learner assessed as competent. The compilation of the PoE will either take place during the course or in the learner's private time, depending on the structure of the course.

TIDASA is...

- A training company committed to enabling and empowering individual learners to make positive contributions to their organisations
- A provider of both customised and generic training
- Dedicated to excellence in training and instructional design
- Provisionally accredited by Umalusi, Council for Quality Assurance in General and Further Education and Training (Provisional accreditation number: FET 00474 PA)

For more information or to book your place contact Helga van Wyk on 012 682 8500 or email info@tidasa.co.za