

Performance and Conduct Management in the Workplace

1. Overview

This programme is designed for supervisors, team leaders, and middle managers responsible for fostering high performance, professional conduct, and a positive organisational culture. Participants will develop practical skills in leadership, ethics, conflict resolution, relationship building, and decision-making.

Through interactive learning and real-world scenarios, learners will gain the ability to implement fair practices, uphold organisational values, manage team dynamics, and drive accountability and operational excellence. This programme empowers participants to influence behaviour, improve morale, and enhance overall team performance.

2. Programme Outcome:

- Demonstrate ethical leadership and value-based decision-making in the workplace
- Apply leadership theories and best practices to motivate and guide teams
- Use a systems-thinking approach to make informed, strategic decisions
- Build and maintain constructive workplace relationships
- Promote ethical behaviour and embed organisational values across teams

Qualification:	Certificate of Completion
Duration:	3-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0042
SAQA US:	252042, 120300, 252026, 252027
NQF Level:	5
Credits:	25
Entry Requirements:	Communication & Mathematical Literacy at NQF 4
Training Options:	Online - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location. Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.
Minimum Participants Required:	(1) Online & (1) Face-to-face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(252042 US):** Apply the principles of ethics to improve organisational culture
- **(120300 US):** Analyse leadership and related theories in a work context
- **(252026 US):** Apply a systems approach to decision making
- **(252027 US):** Devise and apply strategies to establish and maintain workplace relationships

4. Topics

- Module 1: Leadership and Organisational Ethics
- Module 2: Leadership Theories and Workplace Application
- Module 3: Strategic Decision-Making
- Module 4: Building and Sustaining Workplace Relationships

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation