

Service Provider Management

1. Overview

This programme 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.

2. Programme Outcomes

- Describe the elements of service provider management
- Develop contracts for service providers
- Evaluate the deliverables of service providers
- Manage service providers who do not deliver on contracts

Qualification:

Certificate of Completion

Duration:

1-Month

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0534

SAQA US:

109999

NQF Level:

4

Credits:

5

Entry Requirements:

Communication Literacy at NQF 4

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. 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.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. Alternatively, the learning material will be emailed to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

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) Blended & (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

- **(109999 US):** Manage service providers in a selected organisation

4. Topics

Describe the Elements of Service Provider Management

- The importance of developing and signing contracts with providers is described in terms of delivery of the final product
- Different elements of contracts are described in terms of organisational requirements
- The impact of service providers' delivery is described in terms of resource requirements, financial impact and time
- The deliverables of at least three providers to a selected organisation are formulated from real examples

Develop Contracts for Service Providers

- Categories of service providers are identified who service a selected organisation
- Outputs for four categories of service providers are listed in terms of the types of service provider and the requirements of the organisation
- Project plans for four service providers for the delivery of products or services are constructed in terms of the requirements of the organisation

Evaluate the Deliverables of Service Providers

- On-going monitoring of service provision is conducted in terms of the contract signed.
- Final outputs of service providers are checked in terms of quality and date of delivery against signed contract
- Payments for services are made based on signed contracts and satisfactory delivery of products

Manage Service Providers who do not Deliver on Contracts

- The cost of lack of delivery is calculated based on impact on the business
- An investigation is conducted into the reasons for the lack of delivery
- Different courses of action are identified based on contractual agreements, legal options, cost implications and impact on business to include cancellation of contract and legal action
- An identified course of action is implemented based on legal obligations and organisational requirements

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

5. 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.

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